



**Frontenac Accessibility Advisory Committee
Monday, March 7, 2016 – 10:00 a.m.
Township of South Frontenac Council Chamber
4432 George St, Sydenham, ON**

AGENDA

Page

- 1. Call to Order**
- 2. Adoption of the Agenda**
 - a) **That** the agenda for the March 7, 2016 meeting of the Joint Frontenac Accessibility Advisory Committee be approved.
- 3. Disclosure of Pecuniary Interest and General Nature Thereof**
- 4. Adoption of Minutes**
 - a) Minutes of Meeting held November 16, 2015
That the minutes of the Joint Frontenac Accessibility Advisory Committee meeting held November 16, 2016 be adopted.
- 5. Deputations and/or Presentations**
- 6. Accessibility Advisory Committee Work Plan**
 - a) **2016-028**
Frontenac Accessibility Advisory Committee
Update Report
 - b) **2016-029**
Frontenac Accessibility Advisory Committee – Accessibility Awareness
Campaign
- 7. Communications**
- 8. Other Business**
- 9. Next Meeting**
- 10. Adjournment**

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**Joint Accessibility Advisory Committee Meeting Minutes
November 16, 2015**

A meeting of the Frontenac Joint Accessibility Advisory Committee (FAAC) was held at the Township of South Frontenac's Council Chamber, 4432 George Street, Sydenham on Monday, November 16, 2015 at 10:00 AM

Members Present: Neil Allen, Community Representative, South Frontenac, Chair
Francine Arsenault, Community Representative at Large, Vice Chair
Ed Schlievert, Community Representative, North Frontenac
Kurt Halliday, Community Representative, Central Frontenac
Margaret Knott, Community Representative, Frontenac Islands
Councillor Tom Dewey, Council Liaison
Councillor John McDougall

Staff Present: Jannette Amini, County of Frontenac
Donna Longmire, Township of Central Frontenac
Sherry Corniel, Township of South Frontenac

The Chair provided the opportunity for members to introduce themselves to each other given the number of new members present.

Adoption of the Agenda

Moved By: Ms. Arsenault
Seconded By: Councillor Dewey

That the agenda for the November 16, 2015 meeting of the Joint Frontenac Accessibility Advisory Committee be approved.

CARRIED

Disclosure of Pecuniary Interest and General Nature Thereof

There were none

Adoption of Minutes

Minutes of Meeting held November 16, 2015

Moved By: Councillor McDougall
Seconded By: Ms. Arsenault

That the minutes of the Joint Frontenac Accessibility Advisory Committee meeting held November 16, 2015 be adopted.

CARRIED

Deputations and/or Presentations



Accessibility Advisory Committee Work Plan

a) **2015 International Day of Persons with Disabilities Access Award**

Moved By: Ms. Arsenault
Seconded By: Mr. Halliday

Resolved That Doug Lovegrove be selected as the 2015 recipient of the County of Frontenac International Day of Persons with Disabilities Access Award;

CARRIED

Councillor McDougall expressed that he did not feel it appropriate for the Township of South Frontenac to be considered as a potential winner of the award given that it is the Townships responsibility to make accessibility improvements and the point of this award is to recognize the public. He requested that the Kingston Heritage EMC/Frontenac Gazette EMC and Frontenac News be added to the list of those to be recognized as these community papers provide a service to the public not provided by anyone else, specifically to those who are unable to leave their homes. They recognize the goal the Townships and the County play in the community and report it to the public. The Committee agreed with the comments that these newspapers are community papers that add a tremendous value to the community and should be recognized for that.

The Committee discussed the nominations with two key nominations standing out, those being Mr. Doug Lovegrove and the Sharbot Lake Petro Can. The Committee decided to honour Doug Lovegrove as the recipient of this year's award given that he has acted independently to bring about change.

It was noted that all nominations but one this year were submitted via a simple email and it was felt that the actual nomination form itself is daunting and poses a barrier. It was also noted that it is not made clear in the advertisements that individuals and organizations that had been nominated in the past but not chosen are able to be re-

nominated. Ms. Amini will ensure that during next year's campaign, this will be made clear in the advertisements.

b) **2015-119**
Accessibility Advisory Committee
Accessibility Awareness Campaign Update Report

It was noted that a lot of work is being done in accessibility in support Economic Development through tourism and would be of interest for Wolfe Island to find the American perspective to make a case of accessibility given its economic benefit.

It was suggested that staff also take this to the County's new Community Development Advisory Committee given that accessibility is an economic development issue that has not yet been dealt with and we want to ensure that accessibility is part of that Committees program. It was also suggested that this be included in Township Economic Development Committees. Although Wolfe Island is not part of Kingston, it is identified in the City's tourism brochures as a place to visit; however the businesses on the Island are not accessible.

↑Action Item
Report to the CDAC

The Committee decided to not pursue the First Impressions initiative as this would be too critical and should be looked at through an economical lens.

It was also noted that the Committee and subsequently County Council endorsed the Accessibility Logo and Statement and requested that staff look at where the logo could be used and where it can replace the County's existing logo and where the Accessibility Statement could be incorporated.

The Committee decided to move forward with an Accessibility Awareness Week. It was suggested that the week take place in the Spring around April or May. Given that there was no budget set aside this year, it was questioned the value of advertising in the community papers and that a more economical means might be to do promotions on the website and through media releases, with the hopes that a community paper pick this up. It was also suggested that this item be taken to the Community Development Advisory Committee.

↑Action Item
Report to the CDAC

The Committee supported the idea of Branding and this will be brought forward to the next meeting so that Committee Members can think about possible branding names.

↑Action Item
Members to bring back potential Branding ideas to the next meeting

The Committee supported an Accessibility Information Package which should also include such items as the need for rest areas, noting that many elderly will leave a store early if there are no areas to allow them to rest, demographic changes, what to expect in the future and the impact on businesses. This item will also be taken to the Community Development Advisory Committee. It was suggested to use the slogan "Accessibility is Good Business" with this promotional material.

**↑Action Item
Report to the CDAC**

The Committee agreed that there is more benefit to attending the Township Council meetings to provide the Committees annual report as opposed to sending a letter and staff will continue to do this in the future.

The Committee suggested that Accessibility Promotional Material be brought back to the next meeting along with the Branding exercise for further discussion.

The Committee discussed if there were any publications in the county that list businesses and if it identifies if the business is accessible as this could be included in any promotional material. It was noted that the Community Futures Development Corporation (CFDC) has business directory and that Ann Pritchard may be interested in looking at this as a tourism component.

**↑Action Item
Report to the CDAC**

Communications

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**Other Business**

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Next Meeting

The next meeting of the Frontenac Accessibility Advisory Committee was scheduled for Monday, March 7th, 2016 at 10 a.m. at the South Frontenac Township office.

Adjournment

Moved By: Ms. Arsenault
Seconded By: Ms. Knott

That the meeting hereby adjourn at 12:00 p.m.

CARRIED



Report 2016-028

Committee Report

To: Chair and Members of the Frontenac Accessibility Advisory Committee

From: Jannette Amini, Manager of Legislative Services/Clerk

Date of meeting: March 7, 2016

Re: Frontenac Accessibility Advisory Committee –Update Report

Recommendation

This report is for information purposes only.

Background

The Accessibility Advisory Committee is mandated to assist County and Township Councils in the County of Frontenac in enabling persons with disabilities to have equal access to all opportunities within the County as well as work with Council and the community at large to identify and address the needs of persons with disabilities within the community.

Comment

The follow is a list of accessibility updates and activities that have occurred during the first quarter of 2016:

1. Changes to Accessibility Regulations

Based on recommendations from the Accessibility Standards Advisory Council/ Standards Development Committee, the government of Ontario is proposing changes to several accessibility regulations, including the accessibility standards for customer service, exemption from reporting requirements, and integrated accessibility standards. Feedback on the proposed changes were accepted up until December 31, 2015.

The proposed amendments to the Customer Service Standard are largely based on recommendations from the review of the Standard by the Accessibility Standards Advisory Council/Standards Development Committee in 2013-2014. The proposal includes:

- Incorporating the Customer Service Standard into the Integrated Accessibility Standards Regulation and making changes to the requirements of the Standard;
- Making changes to the Integrated Accessibility Standards Regulation to reflect the addition of the Customer Service Standard;

- Consequential revocation of Ontario Regulation 429/07 Accessibility Standards for Customer Service and Ontario Regulation 430/07 Exemption from Reporting Requirements, since the substantive content of these regulations would be now incorporated into the Integrated Accessibility Standards Regulation; and
- Making technical/administrative changes to the Integrated Accessibility Standards Regulation to clarify some of the requirements and make it easier for organizations to implement them.

The Ministry is proposing that these changes be enacted on July 1, 2016, and take immediate effect. A complete detail of the proposed changes to both the Customer Service Standard and the Integrated Accessibility Standards Regulation are attached to this report as Appendix A.

2. County of Frontenac Accessibility Compliance Audit

2015 was a reporting year for all Public Sector organizations as defined under the Accessibility for Ontarians with Disabilities Act (AODA). The County of Frontenac's 2015 AODA Compliance report was completed and sent to the Accessibility Directorate of Ontario on September 22, 2015 which indicated that the County of Frontenac was in compliance with all of its legislative requirements under the AODA.

The Accessibility Directorate of Ontario periodically conducts file reviews on selected organizations to confirm that they are in compliance with the Act and its standards. Such reviews are conducted under the authority of sections 16 and 17 of the Act. On January 7, 2016, the Accessibility Directorate of Ontario advised the County of Frontenac that it had been selected for a file review based on its 2015 AODA Self-Certified Accessibility Report.

As part of the file review, the Accessibility Directorate requested the following documentation, to be provided to them within 15 business days:

- A copy of the County of Frontenac multi-year Accessibility Plan (including the link to its website, if applicable) as required under section 4(1);
- Document(s) identifying that appropriate training is provided to all persons on accessibility standards and the Human Rights Code, as required under section 7(1-4);
- Document(s) describing how the County of Frontenac meets the requirements of section 12(3), providing accessible formats and communication supports, including a description of where the information is posted and/or a hyperlink to its location on the County's website;
- Document(s) confirming that the County of Frontenac provides public notification of the availability of accommodation in its recruitment processes, as required under section 22;
- Document(s) identifying that the County of Frontenac will provide individualized workplace emergency response information to employees who have a disability (if necessary), as required under section 27(1).

In response to this review, on January 12, 2016, the following information was provided to the Accessibility Directorate of Ontario:

1. A copy of the County of Frontenac Joint Multi-Year Accessibility Plan 2013-2017 which may be found on the Accessibility page of the County of Frontenac's website at [Accessibility](#)
2. A copy of the County of Frontenac Accessible Customer Service Policy which identifies (page 4 Training for Staff) that appropriate training is provided to all persons on accessible Customer Service. This policy may also be found on the Accessibility page of the County of Frontenac's website via the link noted in bullet 1.
3. A copy of the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy which identifies under Section 1.4 Training, that training is provided to persons on the IASR Standard, and which identifies under section 2.2 how the County will meet the requirements under Section 12(3) of the Integrated Accessibility Standards, O'Reg 191/11. This information, as noted in the Policy, may be found on the Accessibility page of the County of Frontenac's website via the link noted in bullet 1.
4. A copy of the County of Frontenac Recruitment Policy which identifies for both internal and external recruitment that the County provides notification of the availability of accommodation in its recruitment processes, as required under section 22.
5. A copy of the County of Frontenac Accommodation Policy which identifies how the County will provide individualized workplace emergency response information to employees who have a disability (if necessary), as required under section 27(1).

Staff were advised on January 13, 2016 by the Accessibility Directorate of Ontario that it had concluded its file review process for the County of Frontenac. Staff were further advised by AODA Compliance Ontario that it would like to profile the County of Frontenac and provide it recognition for its commitment to accessibility and of its compliance with the AODA. When speaking with AODA Compliance Ontario on its thoughts about how the AODA has improved the lives of persons with disabilities, staff highlighted that Frontenac County is a rural municipality and that accessibility in rural areas is equally important and just as much required as in urban centres and paid tribute to the tireless work and effort put forth by its Accessibility Advisory Committee.

3. Design of Public Spaces Standard

As of January 1, 2016, municipalities, including the County of Frontenac and its member municipalities, must comply with the Design of Public Spaces Standard. The Standard applies to public spaces that are newly constructed or redeveloped and include recreational trails and beach access routes, outdoor public eating spaces, outdoor play spaces, outdoor paths of travel, accessible parking, service related elements and maintenance and restoration. It should be noted that with

respect to trails, Section 80.8 of the Standard requires that municipalities consult with the public, persons with disabilities and the municipal accessibility advisory committee before they construct new or redevelop existing recreational trails on the following:

1. The slope of the trail;
2. The need for, and location of, ramps on the trail;
3. The need for, location and design of:
 - i. Rest areas,
 - ii. Passing areas,
 - iii. Viewing areas,
 - iv. Amenities on the trail, and
 - v. Any other pertinent feature.

The County continues to develop the K&P Trail and this Committees guidance and input will be most appreciated and welcomed by staff.

Sustainability Implications

Creating barrier-free communities through accessibility planning will enhance the County's goal of sustainability in both the social and economic pillars of the County's sustainability plan. As stated in *Directions for Our Future*, social sustainability is based on equity, diversity, connectivity, democracy and a good quality of life. It further states that economic development takes health, community, education, and environmental and social objectives into account.

Financial Implications

There are no direct financial implications associated with this report.

Organizations, Departments and Individuals Consulted and/or Affected

Eric Korhonen, Township of North Frontenac
Donna Longmire, Township of Central Frontenac
Sherry Corneil, Township of South Frontenac
Darlene Plumley, Township of Frontenac Islands

The Ministry of Economic Development, Employment & Infrastructure + Ministry of Research and Innovation - Detailed Summary – Proposed Amendments to the Customer Service Standard Regulation and the Integrated Accessibility Standards Regulation Made Under the Accessibility for Ontarians with Disabilities Act, 2005

Based largely on a review of the Accessibility Standards for Customer Service (often referred to as the Customer Service Standard Regulation) (O. Reg. 429/07) made under the *Accessibility for Ontarians with Disabilities Act, 2005* (“AODA”) completed by the Accessibility Standards Advisory Council/Standards Development Committee in 2013-2014, Government is proposing the following changes to the requirements of the Customer Service Standard. In addition, government is proposing minor amendments to the Integrated Accessibility Standards Regulation (O. Reg. 191/11) made under the AODA. All proposed changes are subject to internal review and approval, and the content of the final amendments may change. Given that both regulations may be combined into one regulation, other changes may also be required.

Subject to such internal approvals as are applicable, the Ministry is targeting an effective date of July 1, 2016 for these regulatory changes.

Changes to the Customer Service Standard

1. Incorporate Requirements of O. Reg. 429/07 (Customer Service Standard) into O. Reg. 191/11 (Integrated Accessibility Standards)

- The intent of this proposed change is to house all accessibility standards under one comprehensive regulation.

2. Amend Requirements Under the Customer Service Standard

a) References to “goods and services” changed to include facilities throughout the Standard

- All references to “goods and services” would be changed to “goods, services and facilities.”
- The proposed change is intended to match the Integrated Accessibility Standards Regulation, which states that it applies to every organization that provides “goods, services or facilities to the public or other third parties and that has at least one employee in Ontario.”
- The intent is to require the process by which customers access facilities (e.g., the process of renting a venue) to be accessible.
- This is not intended to change which organizations are obligated to meet requirements under the Customer Service Standard, which currently applies to “providers of goods or services.”
- This is not intended to require organizations to alter physical facilities.

b) Definitions and types of obligated organizations

- The language used for types of organizations and definitions under the Integrated Accessibility Standards Regulation would be applied to the Customer Service Standard.
- The proposed changes would classify obligated organizations consistently across all accessibility standards.
- This change is also intended to align the “class structure” of organizations under the Customer Service Standard and other accessibility standards.
 - Currently, under the Integrated Accessibility Standards Regulation, organizations with 50 or more employees have certain additional documentation requirements as compared to organizations with between 20 and 50 employees (e.g., written multi-year accessibility plans). Under the current Customer Service Standard, organizations with 20 or more employees have additional documentation requirements. Changes would be made to these standards to ensure that the requirements amongst employer classifications better align.
 - The new Customer Service Standard would eliminate documentation requirements for organizations with 20 – 49 employees, aligning documentation requirements among all five standards. However, these organizations would still need to submit accessibility compliance reports in the same or similar manner as would large obligated organizations.

c) Policies, practices and procedures

- All references to “policies, practices and procedures” would be changed to “policies” throughout the Customer Service Standard.
- The proposed change would align language and terminology across all accessibility standards.

d) Definition of “service animal”

- The definition of “service animal” in the Customer Service Standard would be changed to grant the authority to provide documentation of a need for a service animal to members of the following colleges:
 - College of Physicians and Surgeons of Ontario
 - College of Nurses of Ontario
 - College of Audiologists and Speech-Language Pathologists of Ontario
 - College of Chiropractors of Ontario
 - College of Occupational Therapists
 - College of Optometrists
 - College of Physiotherapists of Ontario
 - College of Psychologists of Ontario
 - College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario
- The authority to provide documentation would be:
 - based upon the assessment of a person’s disability within the scope of practice of a member

- based on an established pre-existing therapeutic professional-client relationship
 - The term “readily identifiable” within the Customer Service Standard is proposed to replace “readily apparent” to make it clearer to organizations that a service animal may be recognized through indicators or visual cues such as a vest or harness.
 - Changing “letter” to “documentation” in the second criterion is more inclusive of the types of documents that may be provided by a physician or nurse (e.g., template, letter, form).
- e) Requiring a support person to accompany a person with a disability
- Additional language would be added to the Customer Service Standard in order to clarify when an organization may require a support person to accompany a person with a disability for reasons of health and safety.
 - This additional language is intended to clarify that organizations may only require a person with a disability to be accompanied by a support person in very limited circumstances, when there is no other available option.
- f) Waiving fares/fees for a support person
- Additional language would be added to clarify when an organization requires a person with a disability to be accompanied by a support person on the premises due to health and safety reasons, the organization would be required to waive any fare/fee for the support person that would normally be charged to a person.
 - This requirement is intended to ensure that people with disabilities do not face a financial barrier or penalty in situations when an obligated organization determines that they must be accompanied by a support person. In these situations, a person with a disability may be charged a fare or fee, but the fare or fee must be waived for the mandatory support person.
- g) Training
- Requirements on who must be trained would be changed to match language in the Integrated Accessibility Standards Regulation.
 - Every obligated organization would have to ensure that the following people receive training about the provisions of its goods, services and facilities to persons with disabilities:
 - all employees, and volunteers;
 - all persons who participate in developing the organization’s policies; and
 - all other persons who provide goods, services or facilities on behalf of the organization.
 - These proposed changes would enhance consistency with training requirements across all accessibility standards.

h) Title of feedback process section

- The title of this section would be changed from “Feedback process for providers of goods or services” to “Feedback process on the accessible provision of goods, services or facilities”.
- The proposed new title of the section is intended to clarify that the requirements relate to receiving feedback on the accessibility of the provision of goods, services and facilities, rather than the accessibility of the goods, services and facilities themselves.

i) Accessibility of feedback process

- Language on the channels and formats of an obligated organization’s feedback process under the Customer Service Standard would be changed.
- Changing how feedback is accepted matches similar requirements under the Feedback section of the Information and Communications Standard.

j) Format of documents

- This section would be revised to require an obligated organization to provide communication supports as well as accessible formats for documents required under the Customer Service Standard for persons with disabilities upon request. These must be provided in a timely manner and at no additional cost.
- The proposed change would align language and terminology in the Customer Service Standard with requirements under the Information and Communications Standard pertaining to the provision of accessible formats and communication supports.

3. Revoke O. Reg. 429/07 (Customer Service Standard) and O. Reg. 430/07 (Exemption from Reporting Requirements)

- The Customer Service Standard requirements would be incorporated into the Integrated Accessibility Standards Regulation and at the same time, the Integrated Accessibility Standards Regulation would be amended to outline reporting requirements and exemptions for obligated organizations across all accessibility standards, including the Customer Service Standard.
- Therefore, O. Reg. 430/07 (Exemption from Reporting Requirements) would be revoked.
- As noted above, both the Customer Service Standard and the Integrated Accessibility Standards Regulation might be combined, which may involve revocation of O. Reg. 429/07. Details of their consolidation dependent upon the drafting process and are not yet available.
- The intent of combining the regulations would be to ensure that there is one regulation containing all accessibility standards under the Accessibility for Ontarians with Disabilities Act, 2005, including the Customer Service Standard.

Changes to the Integrated Accessibility Standards Regulation (O. Reg. 191/11)

The following amendments to the Integrated Accessibility Standards Regulation are proposed to reflect the addition of the Customer Service Standard and to make minor administrative/housekeeping changes.

1. Changes to Reflect the Incorporation of the Customer Service Standard

2. Minor Administrative/Housekeeping Amendments to the Integrated Accessibility Standards Regulation

- Revise provisions related to accessible formats and communications supports to employees in the Integrated Accessibility Standards Regulation to remove the duplicative requirement to consult with a person with a disability.
- Revise typographical errors in text by replacing “no more that” with “no more than.”
- Replace “courtesy seating” with “priority seating” throughout the regulation.
- Replace the term “pedestrian crossovers” and the definition with the following term and definition:
 - “Signal controlled pedestrian crossing” means a pedestrian crossing where pedestrian control signals are installed.



Report 2016-029

Committee Report

To: Chair and Members of the Frontenac Accessibility Advisory Committee

From: Jannette Amini, Manager of Legislative Services/Clerk

Date of meeting: March 7, 2016

Re: Frontenac Accessibility Advisory Committee – Accessibility Awareness Campaign

Recommendation

This report is for information purposes only.

Background

The Accessibility Advisory Committee is mandated to assist County and Township Councils in the County of Frontenac in enabling persons with disabilities to have equal access to all opportunities within the County as well as work with Council and the community at large to identify and address the needs of persons with disabilities within the community.

At its meeting held November 16, 2015, the Committee supported in principle an Accessibility Awareness Campaign and suggest that staff meet with the Community Development Advisory Committee to seek its input and suggestions on how best to promote accessibility to the business community in the Frontenacs.

Comment

1. Accessibility Awareness Week

- Host a one Day Accessible workshop in each Township

Staff have been in contact with All-In, which is a team of mobility impairment professionals with areas of expertise in accessibility and awareness consulting. Initial discussions included the potential for partnering with them in creating workshops that could be carried out. To date, follow up discussions have not taken place as weather conditions forced the cancellation of the meeting.

Staff at this point may not be confident in holding such workshops this year without the aid of some formal outside expertise; however that being said, staff are looking into taking advantage of the ICSP Breakfast and Sustainability Workshop which are held in the spring and fall of each year, with the focus this year on economic development, that brings the business communities in the Frontenacs to one table. Staff made a presentation to last fall's Sustainability

Workshop and will work to develop awareness material that can be provided at the ICSP Breakfast.

➤ **Accessibility Awareness Week Proclamation**

Staff are recommending that Accessibility Awareness Week each year fall within the same week as the ICSP Breakfast. The Breakfast typically is held in May; however due to staff scheduling, will be held April 7th of this year. Given that the purpose and intent of the Accessibility Awareness Week is to focus in on and make aware of the AODA to the business community, this would allow staff to piggy back on the momentum already established by the Manager of Economic Development which who has been holding this Breakfast for many years, with membership increasing each year. Staff have drafted and will be recommending to County and Township Councils that the following proclamation be passed:

Recommendation

Whereas approximately 1.8 million Ontarians (15.5%) are persons with disabilities, with this number increasing annually as the population ages; and,

Whereas 2015 marked a significant milestone on the path to an accessible Ontario, with accessibility increasingly becoming a part of day-to-day life across the province; and,

Whereas across the broader public sector, organizations that provide vital services to Ontarians — including hospitals, school boards, colleges, universities and municipalities — have been leading the way; and

Whereas creating an inclusive Ontario — a place where everyone can participate, contribute and succeed — requires leadership from government, the broader public sector, business and not-for-profit organizations;

Therefore Be It Resolved That the Council of the County of Frontenac hereby proclaim the week of April 3 to April 9, 2016 as Accessibility Awareness week in the County of Frontenac to increase awareness of the importance of accessibility and of complying with the accessibility requirements of the *Accessibility for Ontarians with Disabilities Act (AODA)*;

And Further That a copy of this proclamation be forwarded to the Accessibility Directorate of Ontario and the Association of Municipal Managers, Clerks and Treasurers of Ontario.

2. Accessibility Awareness Campaign

➤ **Accessibility Information Package**

As directed by the Committee at its November 16, 2015 meeting, staff met with the Community Development Advisory Committee on January 6, 2016 to solicit input on a number of key issues related to accessibility, specifically, within the economic development focus. A key concern expressed by the CDAC is that businesses will be overwhelmed with this as they already must comply with other

legislation. It was suggested that this start out slow and that the information be relayed with compassion in 2 phases, with phase I being simply an information pamphlet that identifies the economic benefits of being accessible. It was also suggested that staff research any grants available to businesses for accessibility upgrades and that this information be included in the information pamphlet. It was stressed that the information be positive when rolling this out.

The CDAC further noted to staff that this should not be a onetime communication but an on-going communication.

Staff have drafted two (2) quick fact sheets for initial discussions with the Committee, with the first one focused on the positive economic benefits of being accessible, and the second focused on the positive benefits to employers of hiring persons with disabilities which is now the focus of the Provinces awareness campaign. These are attached to this report as Appendix A and B respectively. Given that large businesses must now comply with the Employment Standards, with smaller businesses needing to follow suit in 2017, a fact sheet on the Employment Standard has also been drafted and is attached to this report as Appendix C.

➤ **Business Listing publication**

As part of the dialogue with the Community Development Advisory Committee, it was suggested to staff that it piggy back with the Community Futures Development Corporation and the Land O'Lakes Tourism Association who each may release publications to determine if some form of accessibility acknowledgement can be provided to local businesses around accessibility. Staff will follow up with this and report back to the Committee as well as look to other municipalities that may already have something similar in place as we want to ensure that those applying the accessibility compliance have some level of experience or expertise.

Sustainability Implications

Creating barrier-free communities through accessibility planning will enhance the County's goal of sustainability in both the social and economic pillars of the County's sustainability plan. As stated in *Directions for Our Future*, social sustainability is based on equity, diversity, connectivity, democracy and a good quality of life. It further states that economic development takes health, community, education, and environmental and social objectives into account.

Financial Implications

There are no direct financial implications associated with this report.

Organizations, Departments and Individuals Consulted and/or Affected

Eric Korhonen, Township of North Frontenac
Donna Longmire, Township of Central Frontenac
Sherry Corneil, Township of South Frontenac
Darlene Plumley, Township of Frontenac Islands

Accessibility is Good Business

The Accessibility for Ontarians with Disabilities Act, 2005 was passed by the Ontario Government to achieve a fully accessible Ontario by 2025 through the development accessibility standards which applies to public, broader public and private sectors.

Fact!

- Approximately 1.8 million Ontarians (15.5%) are persons with disabilities and is increasing as the population gets older. By 2026 approximately 16% of people in Canada will have a disability

Fact!

- Persons with disabilities have a spending power of \$21 to \$25 billion a year in Canada

Fact!

- Ontario is the first jurisdiction in the world to require staff to be trained on accessibility.

Fact!

- 90% of Canadians believe that people with disabilities are not fully included in society.

Fact!

- Improving accessibility can create up to \$9.6 billion in new retail spending and \$1.6 billion in new tourism spending in Ontario over five years.

Fact!

- By 2035, 40% of our consumer base will be people with disabilities.

Accessibility and the Employment Standard

The Employment Standard was rolled out for large businesses in 2016 and for small businesses in 2017. The Employment Standard requires that any business with one or more employees provide for accessibility across the employment cycle, from recruitment to hiring to on-going support. Employers will benefit from a diversified workplace by making their hiring processes, workplace information and career development more accessible. In turn, this will empower more people to participate in our economy and enjoy all the opportunities this province provides.

Become a Part of Promoting the Cultural Shift

To be successful in creating a society where everyone can reach their full potential, accessibility must become a way of life for all Ontarians, including business.

There is a solid business case to be made for employing people with disabilities, especially in today's competitive global business environment where it's been shown that leveraging diversity and inclusion leads to a better bottom line.

Fact!

- More than 40% of Ontarians with disabilities have some type of postsecondary credential.

Fact!

- 70% of small businesses say they have never hired a person with a disability.

Fact!

- 75% of small business employers who have employees with a disability report that they meet or exceed their expectations.

Fact!

- The Ontario Community Loans Program will give small- and medium-sized business owners discounted rates on financial products, such as loans, when they commit to hiring people facing barriers to employment — including people with disabilities.

AODA Update: Employment Specific Obligations

The *Accessibility for Ontarians with Disabilities Act, 2005* (the “**AODA**”) came into force in June 2005. It seeks 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.

Effective January 1, 2016, private-sector organizations with 50 or more employees in Ontario will be required to comply with new employment-specific requirements under the Integrated Accessibility Standards regulation, made under the AODA. The requirements imply modest changes to most workplaces and are consistent with employers’ existing obligations under human rights legislation.

There are 11 new employment specific requirements, including:

- **Recruitment:** Organizations are required to advise job applicants that the organization will accommodate disabilities during the selection process. This can be accomplished in many ways, including, for example, by posting the information on the organization’s website or including it in the job posting.
- **Recruitment:** Organizations are required to notify successful applicants of the organization’s policies for accommodating employees with disabilities.
- **Accommodation Plans:** Organizations are required to develop a written process for the development of documented individual accommodation plans for employees with disabilities. The process for the development of documented individual accommodation plans must include various prescribed components.
- **Return to Work Process:** Organizations are required to develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Private-sector organizations with less than 50 employees in Ontario have until January 1, 2017 to comply with the new employment-specific requirements.

Employers should be certain to turn their mind to these requirements as the Integrated Accessibility Standards permits the Director of Accessibility Standards to order steep penalties for contraventions, up to \$100,000 daily.

It is important to note that the above-described requirements are in addition to the many requirements under the Customer Service and Integrated Accessibility Standards that are already in force.

For further information on AODA compliance please contact Jannette Amini.

Jannette Amini

From: Ontario News <newsroom@ontario.ca>
Sent: Thursday, December 03, 2015 10:20 AM
To: Jannette Amini
Subject: Ontario Improving Employment Opportunities for People Facing Barriers



News Release

Ontario Improving Employment Opportunities for People Facing Barriers

December 3, 2015

Province Invests \$4 million to Pilot Community Loans Fund

Ontario is partnering with leading financial institutions to create a fund aimed at increasing employment opportunities for people facing employment barriers.

The Community Loans Fund, part of [Ontario's Accessibility Action Plan](#), will provide discounted rates on financial products, such as loans, to businesses that commit to hiring people facing barriers such as people with disabilities, long-term unemployed, older unemployed, newcomers to Canada and unemployed Indigenous persons. The province is partnering with Alterna Savings, Libro Credit Union, First Ontario Credit Union and Meridian to deliver this fund.

The two-year, \$4 million fund will:

- Help up to 1,100 people find careers
- Support up to 500 businesses
- Allow businesses to receive a 0.5 to one per cent reduced interest rate on a loan, in the form of a rebate, for each person they hire for a minimum of six months

The Community Loans Fund will be available in spring 2016 in specific branches in pilot locations including London, Ottawa and Hamilton.

Creating employment opportunities for people facing employment barriers is part of the government's plan to build Ontario up. The four-part plan includes investing in people's talents and skills, making the largest investment in public infrastructure in Ontario's history, creating a dynamic, innovative environment where business thrives and building a secure retirement savings plan.

QUICK FACTS

- The Community Loans Fund is a key component of Valuing Ability, part of the [Path to 2025: Ontario's Accessibility Action Plan](#).
- The Community Loans Fund is for businesses with fewer than 500 employees that are located within the cities where the program is available.
- Eligible hires include persons with disabilities as well as others facing barriers to employment including long-term unemployed, older unemployed, newcomers to Canada and unemployed Indigenous persons. Ontario Disability Support Program or Ontario Works clients would automatically be eligible. Hires who are not Ontario residents would not be eligible for the program.
- The fund builds on an existing loan program currently run by [Social Capital Partners](#), which has helped more than 400 people facing barriers to employment get jobs.
- In 2010, the Martin Prosperity Institute outlined that building a more inclusive Ontario could lead to an estimated \$7.9 billion increase to our GDP.
- More than 40 per cent of Ontarians with disabilities have some type of postsecondary schooling.
- Seventy-five per cent of small businesses who have employees with a disability report that they meet or exceed their expectations.

ADDITIONAL RESOURCES

- [Partnership Council on Employment Opportunities for People with Disabilities: Initial Report](#)

QUOTES

"This pilot is a win-win scenario. It will help disadvantaged job seekers find opportunities for meaningful employment and connect small businesses with attractive financing terms and motivated employees. Together, we can create a culture of inclusion in our workplaces and a next generation economy for our province."

— *Brad Duguid, Minister of Economic Development, Employment and Infrastructure*

"We are excited to work with the Ontario government to take our existing Community Loan Program to the next level, working closely with both financial institutions and community partners. We view this as an important step to expand the use of community employment practices by Canadian business owners, helping to facilitate employment access to countless job seekers who face added obstacles in finding work. We believe this is a

prime example of how social finance can be leveraged to engage the private sector and generate solutions."

— *Bill Young, CEO and Founder, Social Capital Partners*

"Libro Credit Union is passionate to collaborate with groups who are working to build the economy and grow prosperity for southwestern Ontario. Credit unions were founded on the social purpose of neighbour helping neighbour. Participating in this program allows local communities to build stronger businesses and it assists those with employment barriers to enjoy new opportunities to achieve success. We can do so much more together than we can individually on our own and we are excited to be a vested partner and collaborator."

— *Steve Bolton, President and CEO, Libro Credit Union*

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