



**Accessibility Advisory Committee**  
**Tuesday, December 6, 2022 –10:00 a.m.**  
Meeting to be held in Virtual Electronic Format,  
and live streamed on the County of Frontenac's YouTube  
Channel  
[https://youtu.be/ kaZRpuTHvk](https://youtu.be/kaZRpuTHvk)

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## **AGENDA**

Page

**1. Call to Order**

**2. Adoption of the Agenda**

- a) **That** the agenda for the December 6, 2022 meeting of the Joint Frontenac Accessibility Advisory Committee be approved.

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

**4. Adoption of Minutes**

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- a) Minutes of Meeting held October 4, 2022  
**That** the minutes of the Joint Frontenac Accessibility Advisory Committee meeting held October 4, 2022 be adopted.

**5. Deputations and/or Presentations**

**6. Reports to the Accessibility Advisory Committee**

- a) Consideration of the 2021 Celebration of Accessibility Awards

[Distributed under separate cover]

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- b) **2022-126**  
**Frontenac Accessibility Advisory Committee**  
**Approval of the Joint Frontenac 2023-2027 Multi-Year Accessibility Plan**

**Recommendation:**

**Be It Resolved That** the Council of the County of Frontenac pass a by-law adopting the 2023-2027 Multi-Year Accessibility Plan attached to this report as Appendix A.

**And Further That** a copy of this report and the 2023-2027 Multi-Year Accessibility Plan be forwarded to the Townships.

**7. Township Updates**

- a) Township of North Frontenac
- b) Township of Central Frontenac
- c) Township of South Frontenac
- d) Township of Frontenac Islands

**8. Communications**

**9. Other Business**

**10. Next Meeting**

**11. Adjournment**



# FRONTENAC

## Frontenac Accessibility Advisory Committee Meeting Minutes October 4, 2022

<https://youtu.be/AB0vNjUJcjY>

A meeting of the Frontenac Accessibility Advisory Committee (FAAC) was held in virtual electronic format, hosted at the County Administrative Office, 2069 Battersea Road, Glenburnie on Wednesday, July 5, 2022 at 10:00 a.m.

Present Neil Allen, Community Representative, South Frontenac, Chair  
Virtually: Janet MacDonald, Community Representative, Frontenac Islands  
Ed Schlievert, Community Representative, North Frontenac  
David Yerxa, Community Representative at Large  
Councillor Bill MacDonald, Council Liaison  
Councillor Gerry Martin

Regrets Kurt Halliday, Community Representative, Central Frontenac, Vice Chair

Also Present Jannette Amini, County of Frontenac  
James Thompson, Township of South Frontenac  
Darlene Plumley, Township of Frontenac Islands

### 1. Call to Order

Councillor MacDonald assumed the Chair until Chair Allen, who was having difficulties connecting, arrived at 10:04 a.m.

### 2. Adoption of the Agenda

Moved By: Mr. Yerxa  
Seconded By: Councillor Martin

**That** the agenda and addendum for the October 4, 2022 meeting of the Joint Frontenac Accessibility Advisory Committee be approved.

**Carried**

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

There were none.

**4. Adoption of Minutes**

**Minutes of Meeting held July 5, 2022**

Moved By: Mr. Yerxa  
Seconded By: Councillor Martin

**That** the minutes of the Joint Frontenac Accessibility Advisory Committee meeting held July 5, 2022 be adopted.

**Carried**

**5. Deputations and/or Presentations**

**6. Briefings**

Mr. Noah Greer was not in attendance at the meeting and as such, an overview of the Olden & Hinchinbrooke shop upgrades did not occur.

**7. Reports to the Accessibility Advisory Committee**

- a) **2022-110  
Frontenac Accessibility Advisory Committee  
2023-2028 Multi-Year Accessibility Plan Review of First Draft**

Moved By: Councillor MacDonald  
Seconded By: Mr. Yerxa

**Resolved That** the Joint Frontenac Accessibility Advisory Committee endorse the proposed draft 2023-2028 Multi-Year Accessibility Plan subject to confirmation regarding population numbers and website compliance.

**Carried**

Ms. Amini provided an overview of the report, including the recommended changes noted in the version attached to the agenda.

The Committee questioned the population updates in the report given the tremendous increase in new housing construction and many seasonal residents now becoming permanent residents. Ms. Amini will confirm the Census population of each Township. Questions were also raised regarding the Information and Communication section where it indicates that a comprehensive redevelopment of the Township of Central Frontenac and the Township of North Frontenacs websites will be undertaken before the end of 2017. The new website will conform to the standards of WCAG 2.0, Level A. It was asked if this was done, to which Ms. Amini will confirm with the Townships and update as required.

She noted that project specific references have been removed and replaced with a higher-level section on barriers, both visible and invisible and how the County and the Townships will work to remove barriers.

She also noted the removal of specific projects being replaced with a higher level of the 5 Standards and how we will work towards removing barriers under each.

Ms. Amini noted that the project was on all 5 EngageFrontenac websites. She also noted that the County's Communications Officer carried out heavy advertisements on all the County's social media platforms. It was suggested that this also be provided to the community service groups in the County in the hopes of soliciting additional feedback.

b) **2022-111  
Frontenac Accessibility Advisory Committee  
Quarterly Update Report**

Ms. Amini provided an overview of this report which was for information purposes only.

**8. Township Updates**

**Township of North Frontenac**

**Township of Central Frontenac**

**Township of South Frontenac**

**Township of Frontenac Islands**

**9. Communications**

**10. Other Business**

**11. Next Meeting**

The next meeting will be at the call of the Chair to confirm nominations for the Celebrating Accessibility.

**12. Adjournment**

Moved By: Councillor Martin  
Seconded By: Councillor MacDonald

**That** the meeting hereby adjourn at 10:45 a.m.

**Carried**



## Report 2022-126

### Council Recommend Report

**To:** Chair and Members of the Frontenac Accessibility Advisory Committee

**From:** Jannette Amini, Manager of Legislative Services/Clerk

**Date of meeting:** December 6, 2022

**Re:** **Frontenac Accessibility Advisory Committee – Approval of the Joint Frontenac 2023-2027 Multi-Year Accessibility Plan**

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#### Recommendation

**Be It Resolved That** the Council of the County of Frontenac pass a by-law adopting the 2023-2027 Multi-Year Accessibility Plan attached to this report as Appendix A.

**And Further That** a copy of this report and the 2023-2027 Multi-Year Accessibility Plan be forwarded to the Townships.

#### Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA), Ontario Regulation 191/11 Section 4, directs designated public sector organizations to establish, implement, maintain and document a multi-year accessibility plan which will outline the organization's strategy to prevent and remove barriers to accessibility and meet the requirements of the Regulation. The plan must be made publicly available and updated at least once every five years.

The County of Frontenac, which is considered a large public sector organization under the AODA, adopted its first multi-year accessibility plan in 2012 for the years 2013 to 2017, the content of which addressed AODA regulations related to training, employment, and information and communications. Its second Multi-Year Plan was adopted in December 2016 and updated in December 2017.

Since 2018, staff within the County and Townships have been working to address the commitments outlined as part of the 2018-2022 Multi-Year Accessibility Plan. This includes work across several areas such as Customer Service, Clear and Accessible Communications, and Enhancing Accessibility of Our Public Spaces. Work on the plan continues to progress in meaningful ways.

The Plan was reviewed in 2018, making the requirement of a mandatory review by December 31, 2022.

## Comment

The Frontenac Accessibility Advisory Committee has met on 3 previous occasions in 2022 to focus on the development of a new 2023-2027 Multi-Year Accessibility Plan, focusing on two key components:

- ideas on how the County and the Townships could remove barriers for people with disabilities
- feedback from residents, community groups and the Committee on the draft plan

As an initial step of this year's review, through review and input by the FAAC, a project for public consultation and comment was placed on the County's EngageFrontenac Community Engagement Hub to solicit community feedback. The project was also placed on each of the Township engagement hubs.

The project went live on the site on April 26, 2022 and included questions and a survey that were developed in consultation with the FAAC. Survey questions included the following:

1. In which township do you live, work, or play?
2. Please enter your postal code
3. What type of disability do you face that needs to be addressed in Frontenac, and what are your needs?
4. Please describe any areas in your community that hinder you from moving around or participating in activities.
5. Please describe any community or social services that may be lacking for people living with disabilities in Frontenac. What should be enhanced, created, or introduced?
6. Are you able to access your municipality's services?
7. Are there any other issues or concerns you would like to bring to our attention that would better serve those with disabilities in the Frontenacs?

At its October 4<sup>th</sup> meeting, the FAAC received a staff report based on the public consultation and review. Two surveys were completed on the engagefrontenac site, which were Township specific issues, with one user identifying they live in the Township of South Frontenac, that the services lacking relate to mobility – walker – hearing loss and that issues they would like to bring forward are “Ensure handicapped parking be kept well cleaned in winter, ramps, issues with telephone service as often people speak too quickly and not distinctly, noting that if you can't hear, you are not served.” The second user identified they live in the Township of Frontenac Islands, that barriers in their community include broken sidewalks, local museum that is not accessible, businesses in houses with stairs to entrance that are not accessible, restaurants with no accessible washroom, general lack of automated entrance doors throughout the community; and in the City of Kingston, “accessible” businesses that don't get it - eg. misplaced grab bars in public washrooms, stores with controls for automated doors in vestibule but no exterior control, with even the Elections Ontario returning office in Kingston lacking an accessible washroom, making training day for DROs and poll clerks a challenge and a barrier to employment. The services lacking relate to federal/provincial funding programs that advise and fund small businesses making

accessibility improvements; They would like to see a national program to engage big box stores / chains to work with local franchises to address accessibility proactively.

The report presented to the Committee recommended an additional paragraph related to the County's focus on continuous improvement, which includes accessibility. A section regarding Barriers was also recommended as well as a more high level overview of the Standards and how the County and Townships will work towards meeting the goals of those standards and ensuring compliance.

As a result, the Committee passed the following resolution:

**Resolved That** the Joint Frontenac Accessibility Advisory Committee endorse the proposed draft 2023-2028 Multi-Year Accessibility Plan subject to confirmation regarding population numbers and website compliance.

Following the meeting, the plan was again updated to confirm accurate population numbers and website compliance.

A copy of the 2023-2028 Multi-Year Plan with the above noted changes is attached to this report as Appendix A.

### **Strategic Priorities Implications**

Priority 1: **Get behind plans that build community vitality and resilience in times of growth and change.**

This priority responds to high interest as well as concern shared broadly across the County that communities in the Frontenacs be well supported with infrastructure and services essential to vitality and sustainability in today's world.

### **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  
Jody Legue, Township of Central Frontenac  
James Thompson, Township of South Frontenac  
Darlene Plumley, Township of Frontenac Islands



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## **Joint Multi-Year Accessibility Plan 2023 – 2027**

**ACCESSIBILITY  
INFRONTENAC**

This document is available in alternate formats, upon request.

Please contact us at 613-548-9400 ext. 302 or by email at [info@frontenacounty.ca](mailto:info@frontenacounty.ca)

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## Introduction

The Integrated Accessibility Standards, Ontario Regulation 191/11 under the *Accessibility for Ontarians with Disabilities Act (AODA)*, requires the County of Frontenac and its member municipalities to have a multi-Year accessibility plan and to review it at least once every 5 years. The multi-year plan is one piece of the ongoing commitment of the County of Frontenac and all four Townships within the County 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**

The County of Frontenac is a rural county with several small hamlets and four townships with 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 and Township Official Plans;
- Economic Development;
- Fairmont Home, a municipal long-term care facility 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;
- Emergency Management;
- 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.

The County has been working towards establishing a culture of continuous improvement across the organization by engaging staff through training and participation in project teams that use Lean Six Sigma methodology. As part of this commitment to quality and quality improvement, County staff have developed Key Performance Indicators (KPIs) along with a Balanced Scorecard to view of how effectively the organization is achieving its operational goals.

### **The Township of North Frontenac**

The Township of North Frontenac is 1,164.73 square kilometers in size and is a lower-tier municipality, being part of Frontenac County and home to over 2,285 permanent residents. In addition, there are an estimated 5,000 seasonal residents, total private dwellings of 2,823, private dwellings occupied by usual residents of 904 and a population density per square kilometer of 1.6.

North Frontenac Township provides the following services to its residents:

- Administration;
- Economic Development;
- Emergency Management;
- Fire;
- Police (O.P.P. paid by Township);
- Building Department;
- By-law Enforcement and Animal Control;
- Streetlights in Hamlet Areas;
- Road Systems;
- Waste Disposal and Recycling Depots;
- Cemeteries;
- Community Halls;
- Recreation Programs and provide Library Facilities;
- Crown Land Stewardship Program;
- Planning.

### **The Township of Central Frontenac**

The Township of Central Frontenac is 1,025 square kilometers in size and is a lower-tier municipality, being part of Frontenac County and home to over 4,892 permanent and seasonal residents, and total private dwellings of 4,106.

Central Frontenac Township provides the following services to its residents:

- Administration;
- Economic Development;
- Emergency Management;
- Fire;
- Police (O.P.P. paid by Township);
- Building Department;
- By-law Enforcement and Animal Control;
- Streetlights in Hamlet Areas;
- Road Systems;
- Waste Disposal and Recycling Depots;

- Cemeteries;
- Community Halls;
- Recreation Programs and provide Library Facilities;
- Crown Land Stewardship Program;
- Planning.

### **The Township of South Frontenac**

The Township of South Frontenac is a growing rural lower-tier municipality located just north of Kingston within the County of Frontenac. South Frontenac offers a combination of agricultural, small-town and cottage-country environments. The municipality has 18,646 residents who occupy 10,336 private dwellings of which about 3,033 are seasonal. The population is spread across 971 square kilometers leading to a population density of 19.2 residents per square Kilometer.

South Frontenac provides the following services to its residents:

- Administration and Financial Management;
- Economic Development;
- Emergency Management;
- Fire;
- Police (O.P.P. paid by Township);
- Building Department;
- By-law Enforcement and Animal Control;
- Streetlights in Hamlet Areas;
- Sydenham Water Service;
- Road Systems;
- Park Maintenance;
- Waste Disposal and Recycling Depots;
- Cemeteries;
- Community Halls;
- South Frontenac Museum;
- Recreation Programs, Frontenac Community Arena and provide Library Facilities;
- Crown Land Stewardship Program;
- Planning.

### **The Township of Frontenac Islands**

The Township of Frontenac Islands Frontenac Islands was formed in 1998 by the amalgamation of two of Ontario's oldest rural municipalities: Howe Island and Wolfe Island. Both islands can trace their European roots back to New France, but it was only in the years after the War of 1812 that settlement took place in any numbers.

The islands are named after two of Britain's generals from the time period of the Seven Year's War: James Wolfe and William Howe. Frontenac Islands have a mixture of agricultural and rural lifestyles with a growing proportion of residents working off the islands in Kingston or elsewhere in Frontenac County.

The islands, situated as they are at the beginning of the St. Lawrence River, provide a unique location to live and work. Access to the mainland is by boat: both islands are serviced by ferries year-round with the addition of a seasonal ferry to the USA from Wolfe Island from May to November.

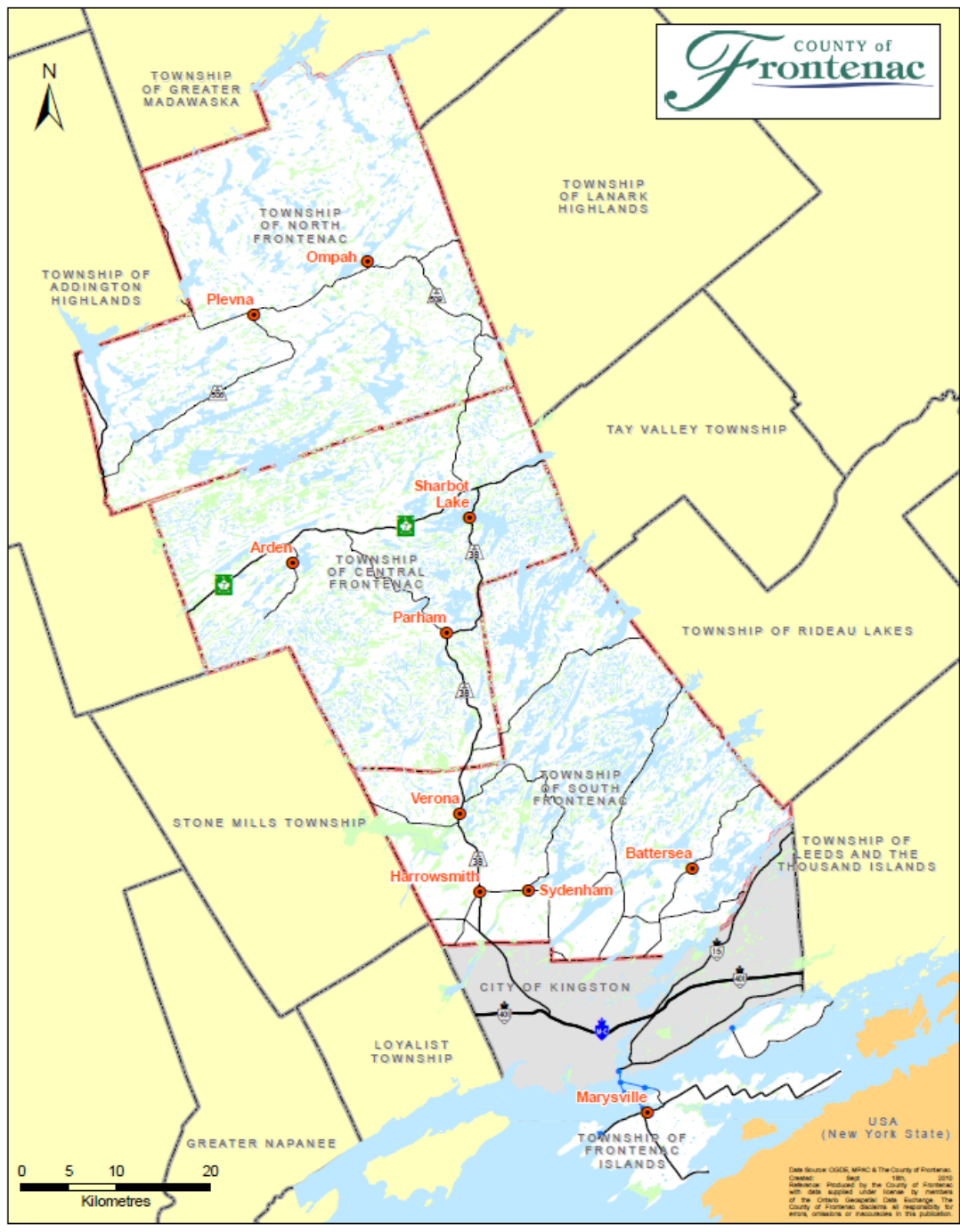
Frontenac Islands Township is home to over 1,760 permanent and seasonal residents, and provides the following services to its residents:

- Administration;
- Economic Development;
- Emergency Management;
- Fire;
- Police (O.P.P. paid by Township);
- Building Department;
- By-law Enforcement and Animal Control;
- Streetlights in Hamlet Areas;
- Road Systems;
- Waste Disposal and Recycling Depots;
- Cemeteries;
- Community Halls;
- Recreation Programs and provide Library Facilities;
- Crown Land Stewardship Program;

## **Statement of Commitment**

Through accessibility planning and with the advice of the Frontenac Joint Accessibility Advisory Committee, the Frontenacs (County of Frontenac and the Townships within the County) will continue to strategically identify, remove and prevent barriers to persons with disabilities as possible.

The Frontenacs are 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 the accessibility requirements under the *Accessibility for Ontarians with Disabilities Act*.



## Guiding Legislation

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”).

Ontario Regulation 191/11, the Integrated Accessibility Standards establishes the accessibility standards for information and communications, employment, transportation, the design of public spaces and customer service.

### **Customer Service**

Addresses the removal of barriers to customer service at private and public sector organizations.

### **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.

## **Design of Public Spaces**

Addresses the barriers and supports for the construction and redevelopment of public spaces including recreational trails and beach access routes; outdoor public use eating areas; outdoor play spaces; exterior paths of travel; accessible parking; obtaining services; and maintenance of accessible elements.

The 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 Frontenacs are required to post the accessibility plan on the following web sites:

County of Frontenac – [County of Frontenac website](#)

Township of North Frontenac – [Township of North Frontenac website](#)

Township of Central Frontenac – [Township of Central Frontenac website](#)

Township of South Frontenac – [Township of South Frontenac website](#)

Township of Frontenac Islands – [Township of Frontenac Islands website](#)

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 Frontenac 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 for the term of Council (November 14<sup>th</sup> of an election year). The composition of the Committee includes one representative from each township, one representative from the community at large and two members of County Council.

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.

## **Barriers**

The purpose of this Plan is to prevent, identify and remove barriers. When we think about barriers, it is important to be aware of both visible and invisible barriers. The Frontenacs will work to develop a culture that places more focus on accessibility awareness with a more unified approach to accessibility

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

In 2009, Frontenac Councils adopted the Accessible Customer Service Policy, making the Frontenacs 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. As of 2016 the Accessible Customer Service Standard was incorporated into the Integrated Accessible Standards Regulation as per Ontario Regulation 191/11 and that change is now reflected in this plan.

In 2013 Frontenac Councils adopted the Integrated Accessibility Standards Regulation, making the Frontenacs compliant with Ontario Regulation 191/11. The Integrated Accessibility Policy encompasses all requirements of the new IASR, including the Information and Communications Standard, the Employment Standard, the Transportation Standard and the Design of Public Spaces Standard, and IASR training for all employees, volunteers and members of Council.

A full list of individual accomplishments of each of the Frontenacs are noted in Appendix A.

The Frontenacs continue to review existing and develop new policies, practices and procedures in relation to AODA accessibility requirements.

## **Accessibility Policies and Plan for the Frontenacs**

The 2018-2022 accessibility policies and plan outlines the policies and actions that the Frontenacs will put in place to improve opportunities for people with disabilities.

### **Statement of Commitment**

The Frontenacs are 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 Frontenacs will strategically identify, remove and prevent as many barriers to persons with disabilities as possible.

### **Accessible Emergency Information**

The Frontenacs are committed to providing our customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities individualized emergency response information when necessary.

### **Training**

The Frontenacs will provide training to all 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 Frontenacs will take the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws:

The Frontenacs have implemented training procedures to meet the requirements of the Integrated Accessibility Standard. These procedures 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 training will include a review of the purposes of the Act and the requirements of Customer Service Standard and instruction about the following matters:

1. How to interact and communicate with persons with various types of disability.
2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person.
3. How to use equipment or devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.
4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities. O. Reg. 165/16, s. 16.

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 any of the Frontenacs. Training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures concerning the Frontenacs accessibility policies and procedures.

The Frontenacs will ensure that expanded training procedures are developed and maintained according to legislative requirements and amendments and that the Frontenac Joint Accessibility Advisory Committee shall be consulted throughout this process.

## **Customer Service**

The 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, Frontenac Councils 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.

The Frontenacs will continue to provide accessible customer service as outlined above and will continue to receive feedback and consult with the general public on how to best service their needs.

## **Information and Communications**

The Frontenacs are committed to meeting the communication needs of people with disabilities. We will consult with people with disabilities to determine their information and communication needs.

All 5 municipal websites and content on those sites conform with WCAG 2.0, Level A. A comprehensive redevelopment of the Township of Central Frontenac and the Township of North Frontenacs websites will be undertaken before the end of 2017. The new website will conform to the standards of WCAG 2.0, Level A. The redevelopment of the Township of Frontenac Islands website will launch November, 2022.

Current processes allow for the creation of accessible documents upon request, provided they remain in digital format. The Frontenacs shall review and update their 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 Frontenacs will take the following steps to ensure existing feedback processes are accessible to people with disabilities upon request:

In response to the Customer Service Standard, the Frontenacs have 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; or
- (iv) on diskette or otherwise.

All feedback, including questions regarding this policy, is directed to the respective municipalities Accessibility Coordinator. A response can be expected within ten (10) working days.

These practices shall be continued and expanded to encompass all Frontenac operations. The Frontenacs 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 Frontenac premises; (ii) on the Frontenac official web sites; or by such other method as is reasonable in the circumstances.

A County-wide Communications Plan will encompass communications strategies for Staff, Councils and Advisory Committees of Council. Strategies will ensure that all publicly available information is made accessible.

Accessibility strategies shall require the Frontenacs 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 Communications Plan ensures 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 Frontenacs premises; (ii) on the all Frontenacs official web site – or by such other method as is reasonable in the circumstances.

The Frontenacs 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 websites was undertaken in 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 Frontenacs shall review and update their 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.

Frontenac Municipal Information Services will undertake quarterly website validations to ensure ongoing conformity with WCAG 2.0 standards.

### **Employment**

The Frontenacs are committed to fair and accessible employment practices.

We will take the following steps to notify the public and staff that, when requested, the Frontenacs will accommodate people with disabilities during the recruitment, assessment and selection processes as well as the retention process when people are hired:

Recruitment procedures have been amended 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 premises; (ii) on the respective Frontenacs web site; or by such other method as is reasonable in the circumstances.

The Frontenacs currently informs candidates selected for assessment that accommodations are available upon request in relation to the materials to be used in the assessment. The Frontenacs ensure that this notice is provided in writing to the applicant when the assessment is scheduled. Should a candidate request accommodation, the appropriate staff 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, the appropriate staff will notify the candidate in writing of the Frontenacs policies for accommodating employees with disabilities.

The Frontenacs have in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.

We will take steps to ensure the accessibility needs of employees with disabilities are taken into account during performance management, career development and redeployment processes. This includes consultation with the employee and consideration of any accommodations.

### **Transportation**

The Frontenacs do not currently provide any conventional, specialized or public transportation services or license taxi cabs.

### **Design of Public Spaces**

The Frontenacs will commit to consulting with the public, persons with disabilities and with the Frontenac Accessibility Advisory Committee when building or redeveloping any public spaces, including recreational trails and beach access routes, exterior paths of travel, outdoor play spaces and public use eating areas, accessible on and off street parking and when in obtaining services.

The Frontenacs commit to reviewing and updating procedures for the preventative and emergency maintenance of accessible elements required under the Design of Public Spaces Standard and for dealing with temporary disruptions when accessibility elements are not in working order.

The Standards

**Information and Communications**

Topic	Barrier or Goals Identified	Actions to be taken
Websites	<ul style="list-style-type: none"> <li>Remove barriers that may be preventing websites from being fully compatible with assistive technology and ensure web content meets W.C.A.G.2.0 level AA compliance requirements</li> </ul>	<ul style="list-style-type: none"> <li>✓ Remediation of inaccessible PDFs</li> <li>✓ All web content will be in an accessible format</li> </ul>
Information and Communication Standard	<ul style="list-style-type: none"> <li>Increase training and awareness and clarify expectations for creating or procuring accessible information and communications</li> </ul>	<ul style="list-style-type: none"> <li>✓ Use of software, such as Adobe Acrobat Pro DC to help ensure all PDFs are in an accessible format</li> <li>✓ Staff training on how to create accessible documents including Word and PDF</li> </ul>

**Transportation**

The County of Frontenac and its member municipalities do not provide a conventional transit system and the Howe Island Ferry and the Township Ferry do not meet the minimum tonnage under the Standard.

**Design of Public Spaces**

Topic	Barrier or Goals Identified	Actions to be taken
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Trails and beaches	<ul style="list-style-type: none"> <li>Consult with ACC regarding accessibility of the trail including requirements under the Design of Public Spaces Standard</li> </ul>	<ul style="list-style-type: none"> <li>✓ Improve Accessibility on the K&amp;P Trail program.</li> <li>✓ Use of the Engage Frontenac platform to encourage public engagement</li> </ul>
Outdoor spaces	<ul style="list-style-type: none"> <li>The increased use of outdoor spaces may create additional pressures on infrastructure and access points.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Explore options for improvements to outdoor spaces including trails, playgrounds and eating areas.</li> </ul>
Accessible Parking	<ul style="list-style-type: none"> <li>Increased demand on outdoor spaces could result in the requirement for increased accessible parking options</li> </ul>	<ul style="list-style-type: none"> <li>✓ Explore options for improvements and the creation of additional accessible parking that ensures all citizens can easily access outdoor spaces and services</li> </ul>

### Customer Service

Topic	Barrier or Goals Identified	Actions to be taken
Feedback	<ul style="list-style-type: none"> <li>Promote public engagement and use of accessible feedback channels</li> <li>Solicit and respond to community feedback to help direct accessibility planning efforts</li> </ul>	<ul style="list-style-type: none"> <li>✓ Use of the Engage Frontenac platform to encourage public engagement</li> <li>✓ Continue to encourage members of the public to submit their comments or concerns through one of our feedback channels: online “accessibility feedback” forms, speaking with staff members, or reaching out through all of our social media channels.</li> <li>✓ Continue to ensure feedback channels are in accessible formats and will respond to feedback, upon request, in a manner that considers</li> </ul>

		individual preferences and abilities.
Staff training	<ul style="list-style-type: none"> <li>Support training initiatives to equip staff with knowledge and skills to deliver high quality customer service to all residents and visitors.</li> </ul>	<ul style="list-style-type: none"> <li>✓ All new staff receive training on the AODA and the Human Rights Code.</li> </ul>

### Employment

Topic	Barrier or Goals Identified	Actions to be taken
Commitment to accessible employment practices	<ul style="list-style-type: none"> <li>Ongoing efforts to encourage a diverse work force by identifying and removing any barriers to employment</li> </ul>	<ul style="list-style-type: none"> <li>✓ Continue to promote and support a diverse work group through our hiring processes and our accommodation plans.</li> </ul>

#### The Frontenacs, The Employer

In addition to the Frontenac’s municipal goods, services, programs, and facilities, it is important to remember that we are also employers. The Frontenacs County are committed to maintaining a barrier-free recruitment and hiring process and recognizes the strength of a diverse workforce. In keeping with our Multiyear Accessibility Plan, the Frontenacs will make continuous upgrades to our policies, procedures, and workplaces to foster a safer, more accessible, and inclusive work environment. Some actions include:

- Continue to advertise on all employment opportunities that, upon request, accommodations and alternate formats are available throughout the recruitment, assessment, and selection processes
- Continue to use Individualized Work Modification Plan’s and Individualized Emergency Response Plan worksheets

#### For more information

Members of the public are encouraged to make comments on the Frontenacs Multi-Year Accessibility Plan and on accessibility matters in general. To provide your comments or for more information on this accessibility plan there are a number of ways that you can contact the Frontenacs:

County of Frontenac  
2069 Battersea Road,  
Glenburnie ON K0H 1S0  
Phone: 613-548-9400 ext. 302  
Fax: 613-548-8460  
Email: [jamini@frontenacounty.ca](mailto:jamini@frontenacounty.ca)  
[Frontenac County website](#)

Township of North Frontenac  
6648 Road 506, Plevna, ON, K0H 2M0  
Phone: 1-800-234-3953 or 613-479-2231 Ext. 232  
[firechief@northfrontenac.ca](mailto:firechief@northfrontenac.ca)  
[Township of North Frontenac website](#)

Township of Central Frontenac  
1084 Elizabeth Street  
P.O. Box 89, Sharbot Lake, ON K0H 2P0  
Phone: 613-279-2935 ext. 243  
Fax: 613-279-2422  
Email: [dlongmire@centralfrontenac.com](mailto:dlongmire@centralfrontenac.com)  
[Township of Central Frontenac website](#)

Township of South Frontenac  
Box 100, Sydenham ON, K0H 2T0  
Phone: 613-376-3027 Ext 2244  
Fax: 613-376-6657

Email: [jthompson@southfrontenac.net](mailto:jthompson@southfrontenac.net)  
[Township of South Frontenac website](#)

Township of Frontenac Islands Box 130  
Wolfe Island ON K0H 2Y0  
Phone: 613-385-2216  
Email: [dplumley@frontenacislands.ca](mailto:dplumley@frontenacislands.ca)  
[Township of Frontenac Islands website](#)

Accessible formats of this document are available at no cost upon request from:

<b>MUNICIPALITY</b>	<b>IMPROVEMENT</b>
<p><b>County of Frontenac</b></p>	<p>A comprehensive redevelopment of the County’s website was undertaken in 2013. Conformity with WCAG 2.0, Level AA was integrated into the website project proposal. This has allowed the website to transition to WCAG 2.0, Level AA well before the 2021 deadline.</p> <p>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. County staff received Accessible Document training in May of 2015 and updated 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 have been trained in these policies and practices.</p> <p>Frontenac Municipal Information Services perform quarterly website validations to ensure ongoing conformity with WCAG 2.0 standards.</p>
	<p>In response to the Customer Service Standard, the County of Frontenac established a process for receiving and responding to feedback regarding the manner in which goods and services are provided to persons with disabilities, and made information about the process readily available to the public.</p> <p>The feedback process permits persons to provide their feedback using the following methods:</p> <ul style="list-style-type: none"> <li>(i) in person;</li> <li>(ii) by telephone;</li> </ul>

	<p>(iii) in writing;</p> <p>(iv) by electronic mail at <a href="mailto:info@frontenacounty.ca">info@frontenacounty.ca</a>; or</p> <p>(iv) on diskette or otherwise.</p> <p>All feedback, including questions regarding this policy, is directed to the Clerk's Department. A response can be expected within ten (10) working days.</p> <p>These practices are continued and expanded to encompass all County operations. The County ensures that the public is notified about the availability of accessible formats and communication supports. The notice is given by posting the information at County reception areas and on the County's official web site – <a href="#">Frontenac County website</a>; or by such other method as is reasonable in the circumstances.</p>
	<p>In 2013, Human Resources reviewed and updated 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.</p> <p>In 2013, Human Resources developed procedures to address accessible formats and communication supports for employees. These procedures 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 also ensure that the County consults with an employee who requests such an accommodation.</p>
	<p>Fairmount Home's Kingston Frontenac Rotary Auditorium was redeveloped in 2013 and is</p>

	<p>fully accessible.</p> <p>Human Resources has also developed Recruitment &amp; Onboarding Processes that ensure AODA compliance.</p>
	<p>Accessible automatic door openings in the County Administrative Building have been installed at the main entrance and all doors leading to public meeting rooms.</p>
	<p>Reconfiguration of the Fairmount Home reception desk that includes a lower section for residents and others using mobility aids to be better served and meets the requirements of the Design of Public Spaces Standard</p>
<p><b>North Frontenac</b></p>	<p>Administration Office – designated accessible parking spaces available; Ramp installed and power door at front entrance; Walkway around Main Office building leading to meeting room from the office; Open hours posted on front door and outside entrance visible to the designated accessibility parking spaces; Front counter placards reads: ‘Services Also Available in Writing Upon Request’; and Installed a lower counter in Municipal Office</p>
	<p>Clarendon-Miller Community Hall – automatic door opener and lighting; Front door has a push bar; and Installed signage for two (2) designated accessible parking spaces.</p>
	<p>Clarendon-Miller Fire Hall – Chair lift available to upstairs meeting room; and Washrooms are accessible for wheelchairs.</p>
	<p>Installed roof over the entrance to the Clar-Mill Hall to assist with accessibility at the hall. This new roof will keep snow and ice off the entrance to provide a more accessible entrance for all to use.</p>

	Ompah Community Hall – Front entrance accessible; and Two (2) designated accessible parking spaces available
	Snow Road Community Hall – Women’s washroom – toilet and sink are correct height; Wheelchair ramp installed; and Two (2) designated accessible parking spaces available.
	Snow Road Community Hall received a renovation and expansion to the front of the building. This included a new accessible ramp; automatic doors, and accessible sized doors. This has been a really nice upgrade to the hall and a true improvement to accessibility efforts for our residents and visitors.
	Harlowe Community Hall – Wheelchair ramp at front of building; Washrooms – both accessible by wheelchairs, bars installed, etc.; Two (2) designated accessible parking spaces available; Power door installed at entrance door; and Railings at back steps.
	Barrie Community Hall – New wheelchair ramp built in 2012; Accessible door installed – 34” door; Front door has a push bar; Rear entrance accessible; Washrooms – accessible for wheelchairs with bars installed; and Kitchen – countertops, sink, etc. are at correct height, etc. and are accessible
	Plevna Library – Wheelchair ramp outside and Accessible washroom.
<b>Central Frontenac</b>	District 4 Firehall/Library Parking area accessible upgrades
	Parham Play Area at the Parham Ballfield

	Accessible reception area at the Municipal Office
<b>South Frontenac</b>	Completed work on Sydenham Point Beach, the playing field and cenotaph, Accessible path & washrooms
	Completed Battersea Playground due in part to the community successfully actively fundraising
	Renovated the Public Works office building on Keeley Road with accessible standards
	Provided the Planning Accessible Events Book to our facility booking volunteers and on our website
	Provided Guide to Accessible Festivals & Outdoor Events Book to Recreation Department for distribution when events are booked
	Built five (5) new accessible picnic tables for parks and beaches
	Accessibility upgrades to Centennial Park
	South Frontenac Township Museum
<b>Frontenac Islands</b>	Accessible Ramp to Community Hall allowing for access to Township Office through the use of a fully automated accessible entrance and door
	Fully accessible washroom for Community Hall/Town Hall/Municipal Office (shared use)

	Internal access ramp with handrails connecting Community and Town Hall
	Street cuts for accessible curb along Main Street
<b>For completion in 2017</b>	Five Unit Seniors Apartment Building built to accessibility standards of Building Code
	Accessible Parking spot added for Community Hall
	Accessible Washroom for Community Centre Grounds (public use)
	New Transfer Station Building for Staff with an accessible washroom

**Appendix B1**