



Accessibility Advisory Committee
Wednesday, March 8, 2023 –10:00 a.m.
Meeting to be held in Virtual Electronic Format,
and live streamed on the County of Frontenac's YouTube
Channel
https://youtube.com/live/sOwjSwal_U

AGENDA

Page

1. Call to Order

2. Election of Officers

- a) Election of Chair
- b) Election of Vice Chair

3. Adoption of the Agenda

- a) **That** the agenda and addendum for the March 8, 2023 meeting of the Joint Frontenac Accessibility Advisory Committee be approved.

4. Disclosure of Pecuniary Interest and General Nature Thereof

5. Adoption of Minutes

- a) Minutes of Meeting held December 6, 2022
That the minutes of the Joint Frontenac Accessibility Advisory Committee meeting held December 6, 2022 be adopted.

6. Deputations and/or Presentations

- a) **Ms. Jannette Amini**, Manager of Legislative Services/Clerk, will provide the new Joint Accessibility Advisory Committee with an orientation on the Committee and its meetings, and on the Council/Committee Code of Conduct.

7. Site Plan Reviews

- a) **Sharbot Lake Beach Washroom Project**



Mr. Noah Greer, Construction & Technical Services Technologist with the Township of Central Frontenac will be in the meeting to discuss the following.

- A brief overview of what stage of the project we are at

4 - 6

7 - 35

36 - 41

- To show the concept drawing that we received from an engineering firm
- To present our proposed changes to the engineers drawing
- Provide a blank version of the floor plan to the committee
- Request recommendations from the committee
- Request the committee take the sketch home and send back all comments and sketched to Noah in a reasonable timeframe

8. Reports to the Accessibility Advisory Committee

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- a) **2023-030**
Frontenac Accessibility Advisory Committee
Howe Island Ferry Communications and Accessibility

This report is for information purposes. It is recommended and requested that the Accessibility Advisory Committee review, deliberate, and make any recommendations that may help to improve communications for ferry passengers who are living with disabilities.

51 - 64

- b) **2023-031**
Frontenac Accessibility Advisory Committee
Annual Accessibility Status Report

Recommendation:

Be It Resolved That the Frontenac Accessibility Advisory Committee – Annual Accessibility Status Report, attached to this report as Appendix A be received;

And Further That in accordance with Ontario Regulation 91/11: Integrated Accessibility Standards section 4(3), that a copy of this Annual Accessibility Status Report be posted to the County of Frontenac Website;

And Further That in accordance with Ontario Regulation 91/11: Integrated Accessibility Standards section 4(3.1) and (3.2), that a copy of this Annual Accessibility Status Report be forwarded to the Frontenac Lower Tiers for posting on their respective websites.

65 - 67

- c) **2023-032**
Frontenac Accessibility Advisory Committee – Update Report

This report is for information purposes only.

9. Site Plan Review

10. Township Updates

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- a) Township of North Frontenac

Page

- 69 - 70** b) Township of Central Frontenac
- 71** c) Township of South Frontenac
- d) Township of Frontenac Islands

11. Communications

12. Other Business

13. Next Meeting

14. Adjournment



FRONTENAC

Frontenac Accessibility Advisory Committee Meeting Minutes December 6, 2022

<https://youtu.be/kaZRpuTHvk>

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, December 6, 2022 at 10:00 a.m.

Present Neil Allen, Community Representative, South Frontenac, Chair
Virtually: Janet MacDonald, Community Representative, Frontenac Islands
 Kurt Halliday, Community Representative, Central Frontenac, Vice
 Chair
 David Yerxa, Community Representative at Large

Regrets Ed Schlievert, Community Representative, North Frontenac

Also Present Jannette Amini, County of Frontenac
 Eric Korhonen, Township of North Frontenac
 Cindy Deachman, Township of Central Frontenac
 Jody Legue, Township of South Frontenac

1. **Call to Order**

Mr. Allen called the meeting to order at 10:02 a.m.

2. **Adoption of the Agenda**

Moved By: Mr. Halliday
Seconded By: Mr. Yerxa

That the agenda for the December 6, 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 October 4, 2022

Moved By: Ms. MacDonald
Seconded By: Mr. Yerxa

That the minutes of the Joint Frontenac Accessibility Advisory Committee meeting held October 4, 2022 be adopted.

Carried

5. Deputations and/or Presentations

6. Reports to the Accessibility Advisory Committee

a) **Consideration of the 2022 Celebration of Accessibility Awards**

The Committee reviewed all the nominations submitted and thought that all nominations were unique in the way that they support accessibility in their respective Townships. All nominations were meaningful.

The committee was encouraged, along with others, to keep their eyes open around what is happening in the communities in terms of accessibility, given that one of the nominations had been operating for the past 10 years.

The certificate will be wording to include "In recognition of their community contribution by" and then list what each was nominated for.

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

That Fargo's General Store and Graham's Pharmacy Jointly, Hunters Creek Golf Club and Wolfe Island Medical Clinic AND (2) The Frontenac Doctors Jointly be selected as the 2022 recipients of the County of Frontenac Celebration of Accessibility Award.

Carried

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

Moved By: Mr. Halliday
Seconded By: Mr. Yerxa

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.

Carried

Ms Amini provided an overview of the report. She confirmed that all websites themselves are WCAG 2.0, Level A compliant. In terms of website content, she did confirm that the County of Frontenac in 2021 removed all inaccessible content and has since been working to ensure that these documents are now put in an accessible format. All content on the County website is compliant.

7. Township Updates

a) **Township of North Frontenac**

Mr. Korhonen provided updates regarding the Township of North Frontenac

b) **Township of Central Frontenac**

Ms. Deachman provided updates regarding the Township of Central Frontenac

c) **Township of South Frontenac**

d) **Township of Frontenac Islands**

8. Communications

9. Other Business

10. Next Meeting

11. Adjournment

Moved By: Mr. Halliday
Seconded By: Mr. MacDonald

That the meeting hereby adjourn at 10:25 a.m.

Carried

urban.
citizen
transparency
governance local democracy
responsibility participation
public-good
accountable capacities
VOICE
anticorruption
institution
informal partnership innovative management
public
tools

Committee Orientation



FRONTENAC

Agenda

- County of Frontenac Procedural By-law
- Meeting Management
- Pecuniary Interest
- Code of Conduct for Members of County Council and Committees
- Integrity Commissioner



Procedural By-law

- Municipal Act requires that all municipalities have a procedural by-law
- Municipal Act and Procedural By-law requires that all meetings are open to the public except under certain circumstances
- The purpose of procedures is to seek to achieve consensus in an orderly and principled manner.
- County Procedural By-law governs Council and Committees of Council.

Committee Mandate

- Advisory Committees are created by Council.
- Advisory Committees can only do what they are authorized to do by Council (Committee Mandate)
- Advisory Committees are only mandated to advise Council and any recommendations must be approved by Council prior to any action being taken.



Mandate of the Joint AAC

- a) advise the councils 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) in consultation with Council and Municipal Staff, review new and existing municipal by-laws and policies as applicable;
- d) work with Council and the community at large to identify and address the needs of persons with disabilities within the community;
- e) provide recommendations to Councils on the promotion of public awareness and understanding of the needs of persons with disabilities.



Duties of the Chair

- To preserve order and decorum and decide all questions of order
- To receive and submit, in the proper manner, all motions presented to the Committee
- To put to vote all questions which are properly brought before the Committee or arise in the course of proceedings, and announce the results
- To rule on all procedural matters, without debate or comment
- To decline to put to a vote motions which do not comply with the rules of procedure, or which are not within the jurisdiction of the Committee
- To restrain the Members, within the rules of order, when engaged in debate
- To call by name any Member persisting in breach of the rules of order and may order the Member to vacate the room
- To adjourn or suspend the Meeting if the Chair considers it necessary because of grave disorder



Definition of a Meeting

A quorum of the Members of Council or Committee that are present and discuss issues in a way that materially advances the business or decision making of Council or Committee

It is not appropriate to discuss Committee business via email

It is not appropriate to meet at a local coffee shop or restaurant to discuss Committee business



Public Notice Requirements

Section 270 of the Municipal Act requires that municipalities have policy in place

- on how they will be transparent and accountable
- How we provide notice to the public



Adherence to the Agenda

- The agenda is how we provide notice of what will be discussed at a meeting
- Items should not be added to an agenda at the meeting as this provides no public notice that the Committee will be speaking about that item
- “Other Business” Section 24.2
 - Statement by Members
 - Matters of Urgency
- Agenda items should fall within the Committees mandate



Committee Minutes

- Discussion at meetings should be centered around the agenda and agenda items
- Minutes of meetings are not verbatim, but are a neutral reflection of what transpired at the meeting
- Minutes are prepared by the recording secretary and are only subject to change by the entire Committee



Declaration of Pecuniary Interest

Where a Member, either on his own behalf or while acting for, by, with or through another, has any pecuniary interest, direct or indirect, in any matter and is present at a Meeting at which the matter is the subject of consideration, the Member shall, in accordance with the *Municipal Conflict of Interest Act*:

- a) Prior to any consideration of the matter at the Meeting, disclose the Member's interest and the general nature thereof; and
- b) Not take part in the discussion of, or vote on any question in respect of the matter, and
- c) Not attempt in any way whether before, during or after the Meeting to influence the voting on the matter.



Declaration of Pecuniary Interest cont.

Indirect pecuniary interest

A member has an indirect pecuniary interest in any matter in which the council or local board, as the case may be, is concerned, if,

- (a) the member or his or her nominee,
 - i. is a shareholder in, or a director or senior officer of, a corporation that does not offer its securities to the public,
 - ii. Has a controlling interest in or is a director or senior officer of, a corporation that offers its securities to the public, or
 - iii. Is a member of a body,

that has a pecuniary interest in the matter; or

- (b) the member is a partner of a person or is in the employment of a person or body that has a pecuniary interest in the matter. R.S.O. 1990, c. M.50, s. 2.

Interest of certain persons deemed that of member

The pecuniary interest, direct or indirect, of a **parent** or the **spouse** or any **child** of the member shall, if known to the member, be deemed to be also the pecuniary interest of the member. R.S.O. 1990, c. M.50, s. 3; 1999, c. 6, s. 41 (2); 2005, c. 5, s. 45 (3).

What is Pecuniary Interest



Code of Conduct for Members of County Council and Committees

- Was adopted by County Council on February 20, 2019
- Covers Councillors and Committee Members (including Advisory Committee members)
- All those bound by the Code of Conduct are required to acknowledge that they have read, understood and accept this Code of Conduct.



Committees and Members of Committees

Applies to

- all Members of the Council of the County of Frontenac,
- all County committees, agencies, boards and commissions,

Purpose to

- establish a general standard to ensure that all Members share a common basis for acceptable conduct, and to which all Members are expected to adhere to and comply with.
- to set a high standard of conduct for Members
- to provide good governance and a high level of public confidence in the administration of the County by its Members
- to ensure that they each operate from a foundation of integrity, transparency, justice, truth, honesty and courtesy



Gifts and Benefits

Section 7 of the Code of Conduct outlines Gifts and Benefits

Any gift to a Member risks the appearance of improper influence. Gifts may improperly induce influence or create an incentive for a Member to make decisions on the basis of relationships rather than in the best interests of the County.

Section 7.2 outlines when a Member is entitled to accept a gift or benefit other than in the following circumstances

If you accept a gift you must file a disclosure with the Clerk of the gift or benefit indicating the person, body or entity from which it was received together with the estimated value of the gift or benefit in accordance with the Disclosure Statement set out in Appendix “A”.

Integrity Commissioner

Role of the Integrity Commissioner:

- Investigate alleged contraventions of the code of conduct and key sections of the *Municipal Conflict of Interest Act* (MCIA).



The End





**The Corporation of the
County of Frontenac
Code of Conduct for Members
of Council and Local Boards**

1.0 Application & Purpose

1.1 This Code of Conduct applies to all Members of the Council of the County of Frontenac, including the Warden and, unless specifically provided, with necessary modifications to all County committees, agencies, boards and commissions, which are defined as local boards in subsection 1(1) and section 223.1 of the *Municipal Act, 2001*.

1.2 The purpose of this Code of Conduct is to establish a general standard to ensure that all Members share a common basis for acceptable conduct, and to which all Members are expected to adhere to and comply with. This Code of Conduct augments other laws which Members are governed by and which requires Members to follow the Procedural By-law and other sources of applicable law, including but not limited to:

- *Municipal Act, 2001*
- *Municipal Conflict of Interest Act*
- *Municipal Elections Act, 1996*
- *Municipal Freedom of Information and Protection of Privacy Act*
- *Human Rights Code*
- *Occupational Health and Safety Act*
- *Provincial Offences Act*
- *Criminal Code*

2.0 Statement of Principles

2.1 This Code of Conduct is intended to set a high standard of conduct for Members in order to provide good governance and a high level of public confidence in the administration of the County by its Members as duly elected public representatives to ensure that they each operate from a foundation of integrity, transparency, justice, truth, honesty and courtesy.

2.2 The following key statements of principle are intended to guide Members and assist with the interpretation of the Code of Conduct:

- Members shall serve and be seen to serve the public in a conscientious and diligent manner;
- Members shall observe and act with the highest standard of ethical conduct and integrity;

- Members shall avoid the improper use of the influence of their office and act without self-interest;
- Members shall act and are expected to perform their functions with honesty, integrity, accountability and transparency;
- Members shall perform their duties and arrange their private affairs in a manner that promotes public confidence and that will bear close public scrutiny;
- Members shall be cognizant that they are at all times representatives of the County and of Council, recognize the importance of their duties and responsibilities, take into account the public character of their function, and maintain and promote the public trust in the County; and
- Members shall uphold the spirit and the letter of the laws of Canada, Ontario and the laws and policies adopted by Council.

The above statements are key principles that are intended to facilitate an understanding, application and interpretation of the Code of Conduct – the principles are *not* operative provisions of the Code of Conduct and are not intended to be enforced independently as such.

3.0 Definitions

3.1 The following terms shall have the following meanings in this Code of Conduct:

- (a) “CAO” means the Chief Administrative Officer of the County;
- (b) “child” means a child born within or outside marriage and includes an adopted child and a person whom a parent has demonstrated a settled intention to treat as a child of his or her family;
- (c) “confidential information” means information or records that are in the possession, in the custody or under the control of the County that the County is either precluded from disclosing under the *Municipal Act, 2001* or other applicable legislation, its Procedural By-law or any of its other by-laws, policies, rules or procedures, or that it is required to refuse to disclose under the *Municipal Freedom of Information and Protection of Privacy Act* or other legislation;
- (d) “conflict of interest” means a situation in which a Member has competing interests or loyalties between the Member’s personal or private interests and his or her public interests as an elected representative such that it might influence his or her decision in a particular a matter;
- (e) “Council” means the council for the County and includes, as the context may require and with all necessary modifications, any County committee,

agency, board or commission, which are defined as local boards in the *Municipal Act, 2001*;

- (f) “County” means The Corporation of the County of Frontenac;
- (g) “fiduciary” means the obligation of a person in a position of authority to act on behalf of another, assuming a duty to act in good faith and with care, candour and loyalty in fulfilling this obligation;
- (h) “frivolous” means of little or no weight, worth, importance or any need of serious notice;
- (i) “local board” means any County committee, agency, board or commission, which is a local board as defined in subsection 1(1) and section 223.1 of the *Municipal Act, 2001*;
- (j) “meeting” means a regular, special or other meeting of Council or a committee of Council where:
 - (i) a quorum of Members is present, and
 - (ii) Members discuss or otherwise deal with any matter in a way that materially advances the business or decision-making of Council;
- (k) “Member” means a Member of the Council for the County;
- (l) “non-pecuniary interest” means a private or personal interest that a Member may have that is non-financial in nature and that would be considered by a reasonable person, apprised of all the circumstances, as being likely to influence the Member’s decision in any matter in which the non-pecuniary interest arises, and may include, but is not limited to, an interest that arises from a relationship with a person or entity;
- (m) “parent” means a person who has demonstrated a settled intention to treat a child as a member of his or her family whether or not that person is the natural parent of the child;
- (n) “spouse” means a person to whom the person is married or with whom the person is living in a conjugal relationship outside marriage;
- (o) “staff” means the CAO and all officers, directors, managers, supervisors and all non-union and union staff, whether full-time, part-time, contract, seasonal or volunteer, as well as agents and consultants acting in furtherance of the County’s business and interest;
- (p) “vexatious” means troublesome or annoying in the case of being instituted without sufficient grounds and serving only to cause irritation and aggravation to the person being complained of; and
- (q) “Warden” means the head of council for the County.

4.0 General Obligations

4.1 In all respects, a Member shall:

- (a) make every effort to act with good faith and care;
- (b) conduct themselves with integrity, courtesy and respectability at all meetings of the Council or any committee and in accordance with the County's Procedural By-law or other applicable procedural rules and policies;
- (c) seek to advance the public interest with honesty;
- (d) seek to serve their constituents in a conscientious and diligent manner;
- (e) respect the individual rights, values, beliefs and personality traits of any other person, recognizing that all persons are entitled to be treated equally with dignity and respect for their personal status regarding gender, sexual orientation, race, creed, religion, ability and spirituality;
- (f) refrain from making statements known to be false or with the intent to mislead Council or the public;
- (g) recognize that they are representatives of the County and that they owe a duty of loyalty to the residents of the County at all times;
- (h) accurately communicate the decisions of Council and respect Council's decision-making process even if they disagree with Council's ultimate determinations and rulings; and
- (i) refrain from making disparaging comments about another Member or unfounded accusations about the motives of another Member.

5.0 The Role of Staff

5.1 Council as a whole approves the budget, policies and governance of the County through its by-laws and resolutions. An individual Member does not direct nor oversee the functions of the staff of the County.

5.2 The County's staff serve Council and work for the County as a body corporate under the direction of the CAO. Inquiries of staff from Members should be directed to the CAO or to the appropriate senior staff as directed by the CAO.

5.3 A Member shall comply with the County's Council and Staff Relationship Policy.

5.4 A Member shall not publicly criticize staff. Should a Member have any issue with respect to any staff member, such issue shall be referred to the CAO who will direct the matter to the particular staff member's appropriate superior.

- 5.5 A Member shall respect the role of staff in the administration of the business and governmental affairs of the County, and acknowledge and appreciate that staff:
- (a) provide advice and make policy recommendations in accordance with their professional ethics, expertise and obligations and that a Member must not falsely or maliciously injure the reputation of staff members whether professional or ethical or otherwise;
 - (b) work within the administration of justice and that a Member must not make requests, statements or take actions which may be construed as an attempt to influence the independent administration of justice and, therefore, a Member shall not attempt to intimidate, threaten, or influence any staff member from carrying out that person's duties, including any duty to disclose improper activity; and
 - (c) carry out their duties based on political neutrality and without undue influence from any individual Member and, therefore, a Member must not invite or pressure any member of staff to engage in partisan political activities or be subjected to discrimination or reprisal for refusing to engage in such activities.

6.0 County Property

- 6.1 Council is the custodian of the assets of the County. The community places its trust in Council and those it appoints to make decisions for the public good in relation to these assets.
- 6.2 By virtue of their office or appointment, a Member must not use or permit the use of the County's land, facilities, equipment, supplies, services, staff or other resources for activities other than the business of the County. No Member shall seek financial gain for themselves, family or friends from the use or sale of County-owned intellectual property, computer programs, technological innovations, or other patent, trademarks or copyright held by the County.

7.0 Gifts and Benefits

- 7.1 Any gift to a Member risks the appearance of improper influence. Gifts may improperly induce influence or create an incentive for a Member to make decisions on the basis of relationships rather than in the best interests of the County. A Member shall not accept a fee, advance, gift, gift certificate, cash, hospitality or any form of personal benefit connected directly or indirectly with the performance of his or her duties except as provided in Section 7.2. A gift, benefit or hospitality provided with the Member's knowledge to a Member's spouse, child, or parent, or to a Member's staff that is connected directly or indirectly to the performance of the Member's duties is deemed to be a gift to that Member. Any doubt concerning the propriety of the gift should be resolved by the Member not accepting or keeping it.

- 7.2 For greater clarity, despite Section 7.1, a Member is entitled to accept any compensation, remuneration or benefits authorized by law but shall not accept any gift or benefit other than in the following circumstances:
- (a) such gifts or benefits that normally accompany the responsibilities of office and are received as an incident of protocol or social obligation;
 - (b) a political contribution otherwise reported by law, in the case of a Member running for office;
 - (c) services provided without compensation by persons volunteering their time;
 - (d) nominal tokens, mementos or souvenirs received as an incident of protocol or social obligation that normally accompanies the responsibilities of elected office or at a function honouring the Member;
 - (e) food, lodging, transportation and entertainment provided by provincial, regional and local governments or any agencies or subdivisions of them or by the federal government or by a foreign government within a foreign country, or by a conference, seminar or event organizer where the Member is either speaking or attending in an official capacity as a representative of the County;
 - (f) entrance fees or food and beverages consumed at banquets, receptions or similar events, if:
 - (i) attendance serves a legitimate municipal business purpose related to the normal business of the County,
 - (ii) the person extending the invitation or a representative of the organization is in attendance, and
 - (iii) the value is reasonable and the invitations are infrequent;
 - (g) gifts not having a value greater than \$300;
 - (h) benefits received as a door prize, raffle or similar draw at an event, conference or seminar attended by the Member; and
 - (i) any gift or benefit, if the Integrity Commissioner is of the opinion, before the gift or personal benefit has been accepted, that it is unlikely that receipt of the gift or benefit gives rise to a reasonable presumption that the gift or benefit was given in order to influence the Member in the performance of his or her duties.
- 7.3 A Member who has received and accepted a gift or benefit pursuant to Section 7.2 shall file a disclosure of the gift or benefit indicating the person, body or entity from which it was received together with the estimated value of the gift or benefit

in accordance with the Disclosure Statement set out in Appendix “A”. The list shall be provided to the Clerk on an annual basis commencing on March 31 of every year and shall be a matter of public record.

- 7.4 A Member shall not seek or obtain by reason of his or her office any personal privilege or advantage with respect to municipal services not otherwise available to the general public and not connected directly or indirectly to the performance of the Member’s duties.

8.0 Confidential Information

- 8.1 Members receive confidential information from a number of sources as part of their work as elected officials. This includes information received in confidence by the County that falls under the privacy provisions of the *Municipal Freedom of Information and Protection of Privacy Act* and other applicable privacy laws and information received during closed meetings of Council. Examples of types of information that a Member must keep confidential, unless expressly authorized by Council or as required by law, include, but are not limited to:

- (a) matters related to ongoing litigation or negotiation, or that is the subject of solicitor-client privilege;
- (b) information provided in confidence, for example the identity of a complainant where a complaint is made in confidence;
- (c) price schedules in contract tender or Request for Proposal submissions if so specified;
- (d) personnel matters about an identifiable individual;
- (e) “personal information” as defined in the *Municipal Freedom of Information and Protection of Privacy Act*; and
- (f) any census or assessment data that is deemed confidential.

- 8.2 A Member shall not disclose the content of any confidential information, or the substance of deliberations, of a closed meeting. A Member has a duty to hold any information received at closed meetings in strict confidence for as long and as broadly as the confidence applies. All confidential documents received at a closed meeting are to be turned into the Clerk at the end of the closed meeting. A Member shall not, either directly or indirectly, release, make public or in any way divulge any such information or any confidential aspect of the closed deliberations to anyone, unless authorized by Council or as required by law.

- 8.3 A Member shall not disclose, use or release confidential information in contravention of applicable privacy laws. Members are only entitled to information in the possession of the County that is relevant to matters before the Council, or a committee. Otherwise, Members enjoy the same access rights

to information as any other member of the community or resident of the County and must follow the same processes as any private citizen to obtain such information.

- 8.4 A Member shall not misuse confidential information in any way or manner such that it may cause detriment to the County, Council or any other person, or for financial or other gain for themselves or others.
- 8.5 A Member shall respect the right to confidentiality and privacy of all clients, volunteers and staff, and should be aware of their responsibilities under applicable legislation, County policies, procedures and rules, ethical standards and, where appropriate, professional standards.
- 8.6 A Member shall not disclose any confidential information received by virtue of his or her office, even if the Member ceases to be a Member.

9.0 Discrimination and Harassment

- 9.1 A Member shall treat all members of the public, one another and staff with respect and without abuse, bullying or intimidation and ensure that their work environment is free from discrimination and harassment.
- 9.2 A Member shall not use indecent, abusive or insulting words, phrases or expressions toward any member of the public, another Member or staff. A Member shall not make comments or conduct themselves in any manner that is discriminatory to any individual based on the individual's race, colour, ancestry, citizenship, ethnic origin, place of origin, creed or religion, gender, sexual orientation, marital status, family status, disability, age or record of offences for which a pardon has not been granted.
- 9.3 A Member shall comply with the County's workplace harassment and violence policy.

10.0 Improper Use of Influence

- 10.1 A Member shall not use the influence of their office or appointment for any purpose other than the exercise of his or her official duties in the public interest.
- 10.2 A Member shall not use the status of their position to influence the decision of another person to the private advantage or non-pecuniary interest of themselves, their parents, children or grandchildren, spouse, or friends or associates, or for the purpose of creating a disadvantage to another person or for providing an advantage to themselves.

11.0 Conflicts of Interest

- 11.1 A Member shall seek to avoid conflicts of interest, both pecuniary and non-pecuniary. A Member shall comply with the requirements of the *Municipal Conflict of Interest Act* with respect to obligations relating to pecuniary interests. A Member shall take proactive steps to mitigate any non-pecuniary conflicts of interest in order to maintain public confidence in the County and its elected officials.
- 11.2 Members are encouraged to seek guidance from the Integrity Commissioner when they become aware that they may have a conflict between their responsibilities to the public as a Member and any other interest, pecuniary or non-pecuniary.

12.0 Council Policies and Procedures

- 12.1 A Member shall observe and adhere to the policies, procedures and rules established from time to time by Council.

13.0 Election Activity

- 13.1 A Member is required to conduct themselves in accordance with the *Municipal Elections Act, 1996* and any County policies pertaining to elections. The use of the County's resources, both property and staff time, for any election-related activity is strictly prohibited. Election-related activity applies to the Member's campaign and any other election campaigns for municipal, provincial or federal office.

14.0 Respect for the Code of Conduct

- 14.1 A Member shall respect the process for complaints made under the Code of Conduct or through any process for complaints adopted by the County. A Member shall not act in reprisal or threaten reprisal against a person who makes a complaint or provides information to the Integrity Commissioner during an investigation. A Member shall interact courteously and respectfully with the Integrity Commissioner and with any person acting under the direction of the Integrity Commissioner.
- 14.2 A Member shall cooperate with requests for information during any investigations or inquiries under the Code of Conduct. A Member shall not destroy or damage documents or erase electronic communications or refuse to respond to the Integrity Commissioner where a complaint has been filed under the Code of Conduct or any process for complaints adopted by the County.

15.0 Penalties for Non-Compliance with the Code of Conduct

15.1 Where the Integrity Commissioner reports that there has been a violation of the Code of Conduct by a Member, Council delegates the authority to the Integrity Commissioner to impose the following penalties on the Member:

- (a) a reprimand; or
- (b) a suspension of the remuneration paid to the Member in respect of his or her services as a Member for a period up to ninety (90) days.

15.2 The Integrity Commissioner may also require that the Member take any or all of the following corrective or remedial actions:

- (a) provide a written or verbal apology;
- (b) return property or make reimbursement of its value or of money spent;
- (c) be removed from or not be appointed to the membership on a committee of Council;
- (d) be removed from or not be appointed as chair of a committee of Council; and
- (e) comply with any other remedial or corrective action or measure deemed appropriate by the Integrity Commissioner.

16.0 Legal Fees

16.1 A Member of Council is responsible for his or her own legal costs if he or she retains a lawyer or paralegal to provide counsel, advice or representation on any matter related to the Code of Conduct, including, but not limited to, an investigation and the imposition of penalties or remedial or corrective measures or actions by the Integrity Commissioner.

17.0 Complaint Protocol

17.1 The Complaint Protocol – Code of Conduct is Appendix “B” to the Code of Conduct.

APPENDIX "A"

DISCLOSURE STATEMENT FOR GIFTS OR BENEFITS

Member's Name: _____

Gift Received or Nature of Benefit: _____

Received From: _____

Date of Receipt: _____ Value or Estimate of Gift: _____

Please describe the circumstances under which the Gift or Benefit was received:

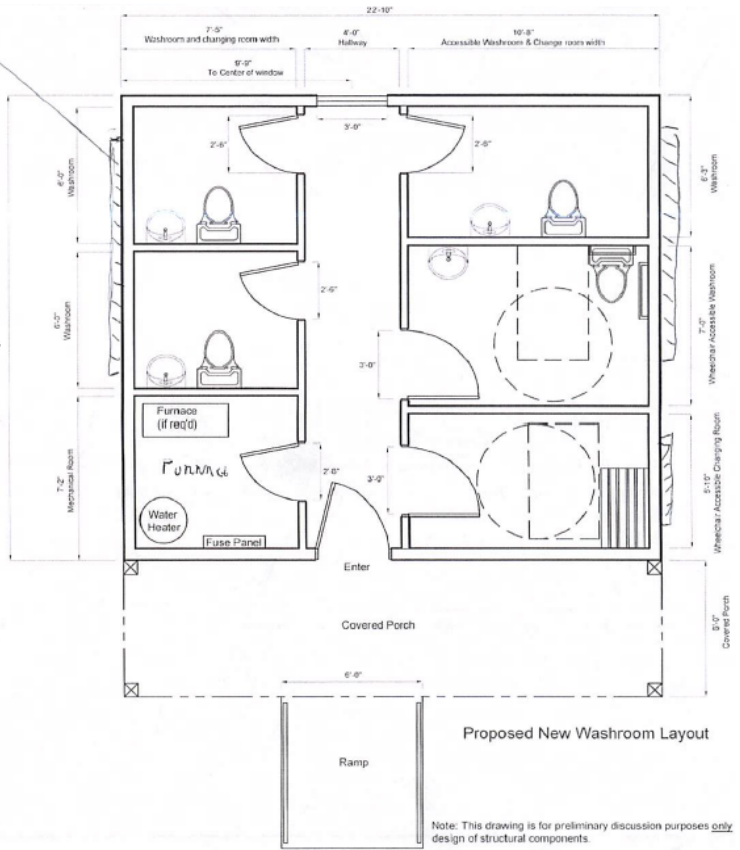
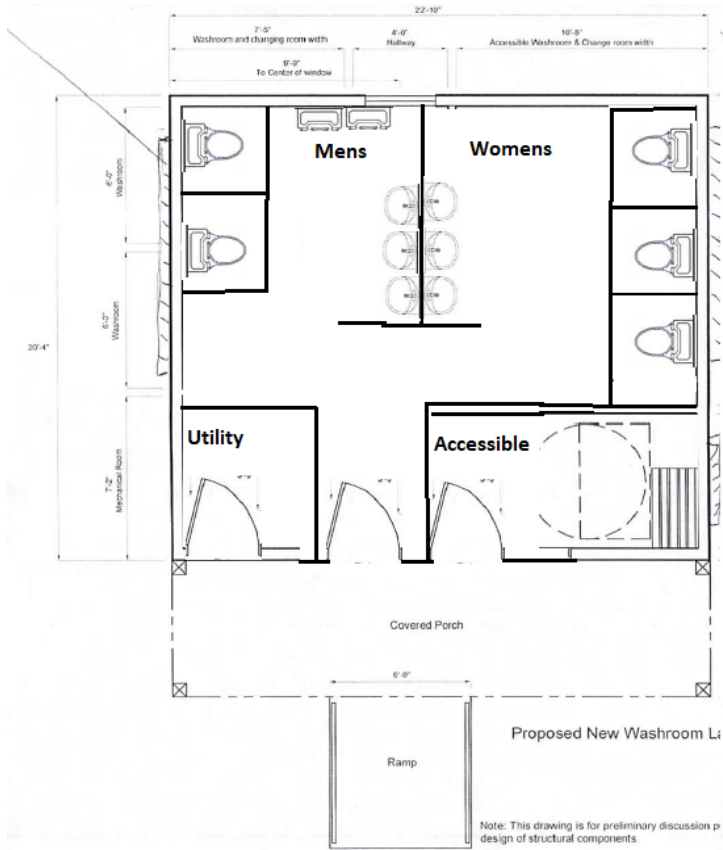
Please describe your intentions with respect to the Gift or Benefit:

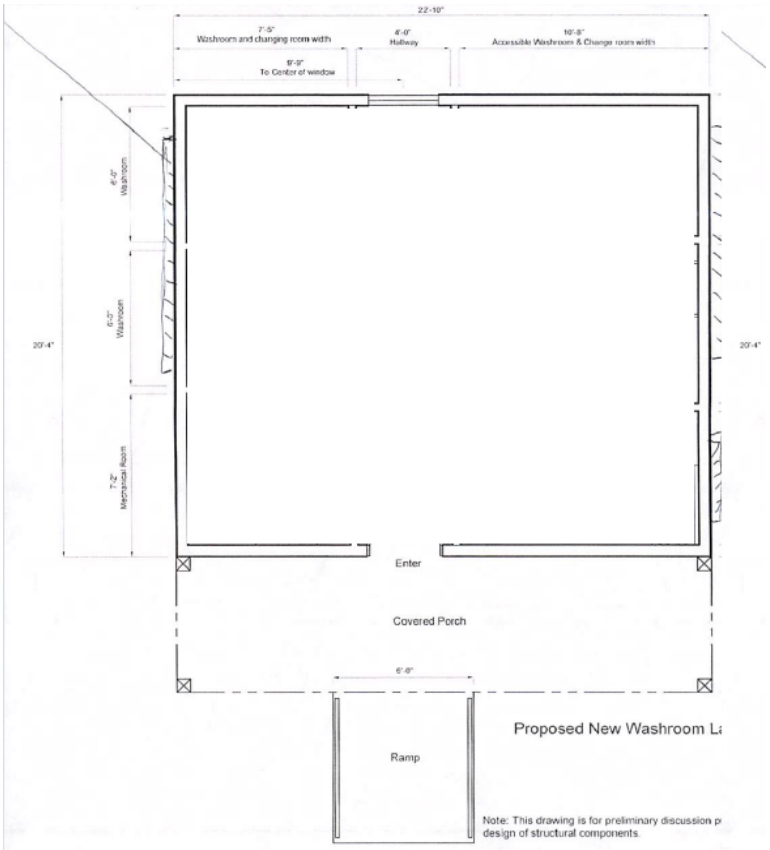
Do you anticipate transferring the Gift or Benefit described above to the municipality?

Yes, immediately _____ Yes, eventually _____ No _____

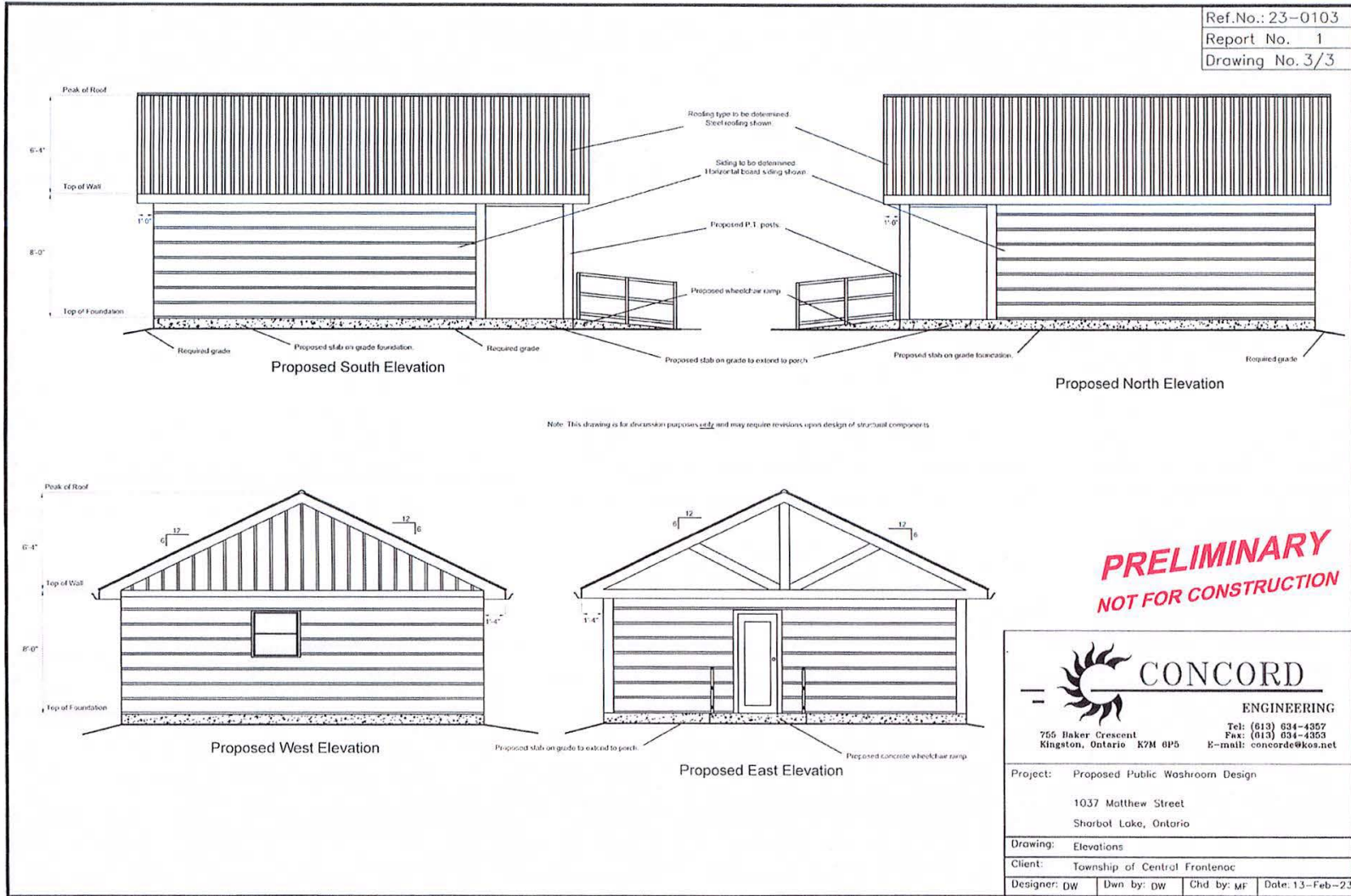
Member's Signature

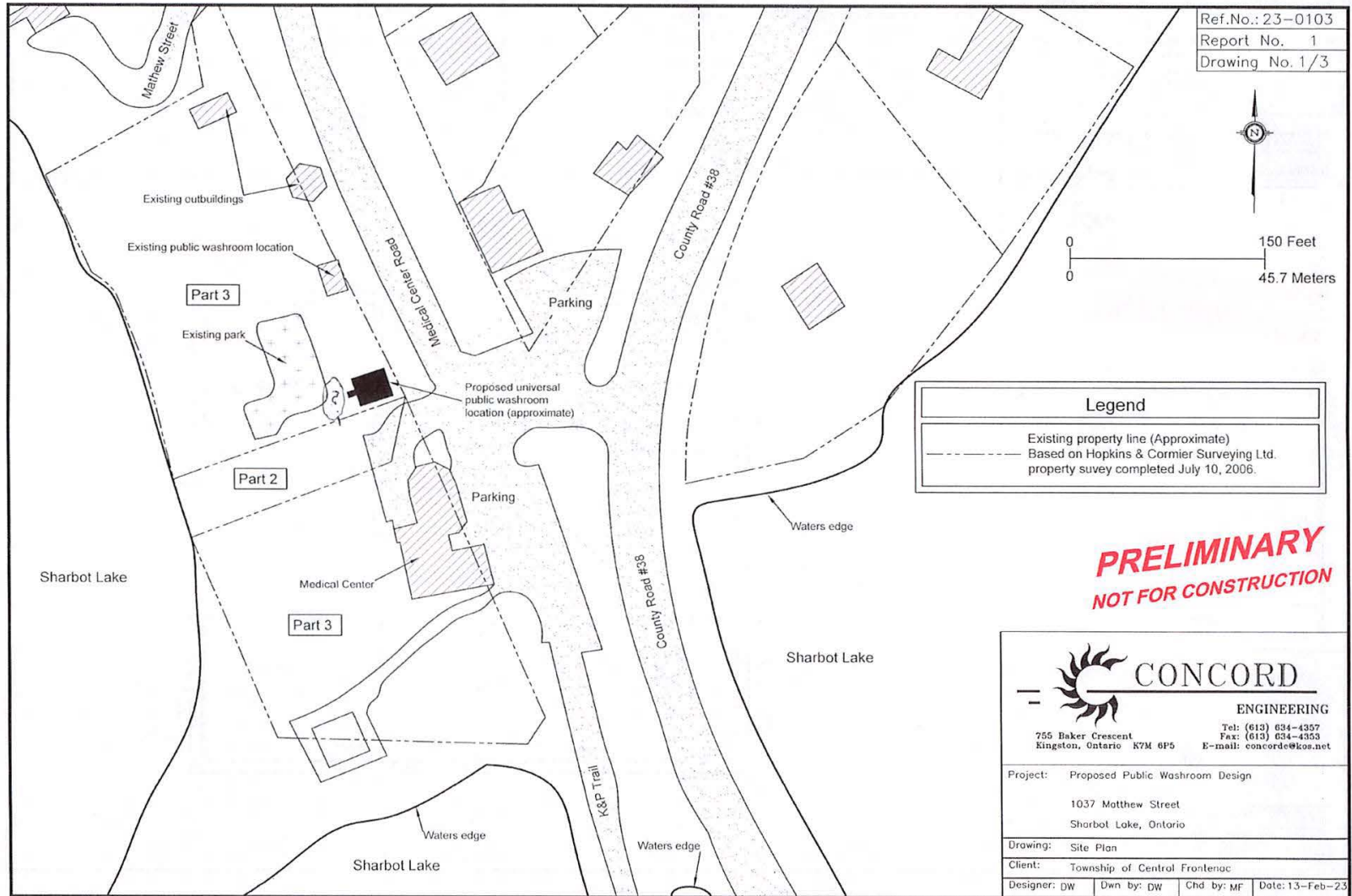
Date





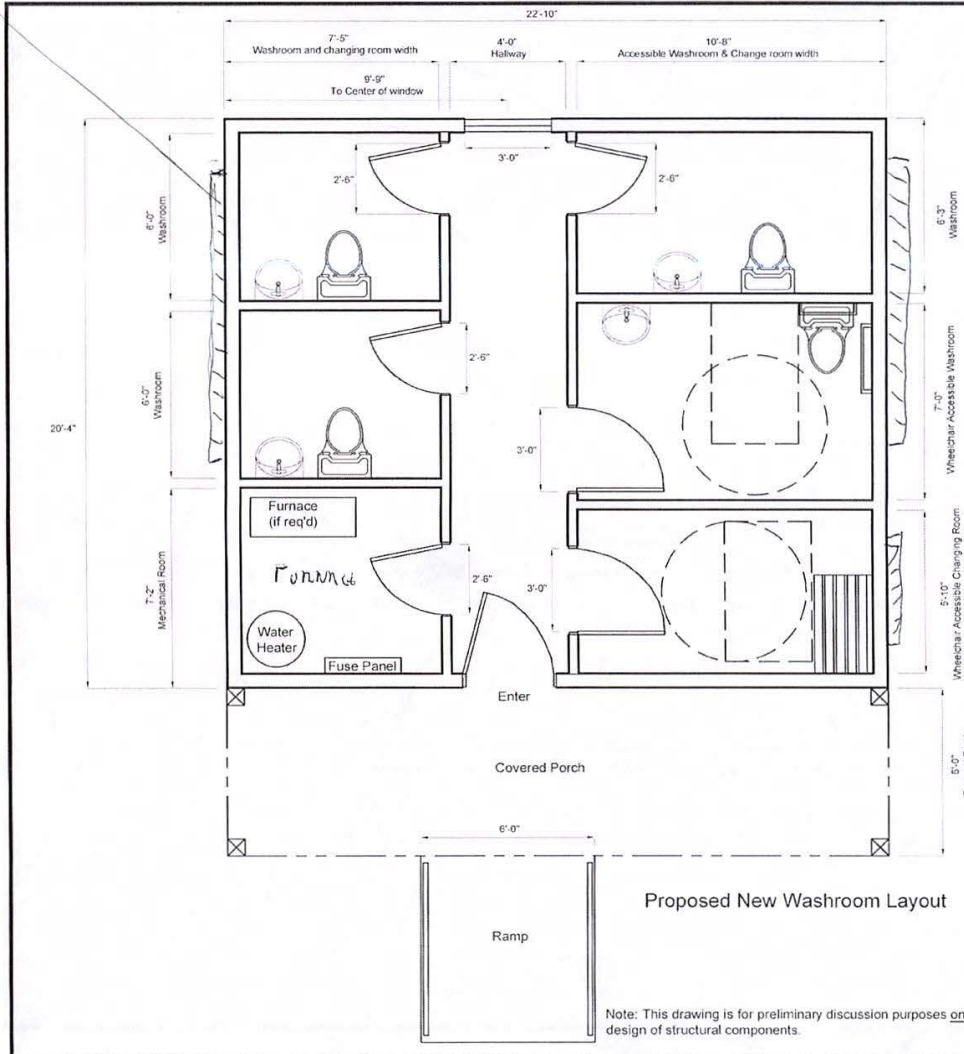






Window strips  NATURAL LIGHT

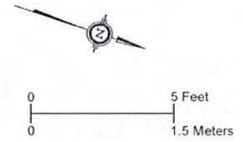
(1)








Proposed New Washroom Layout

Note: This drawing is for preliminary discussion purposes only and may require revisions upon design of structural components.


Ref.No.: 23-0103
 Report No. 1
 Drawing No. 2/3



Legend	
	-Standard 5' wheelchair turning circle
	-Standard 5' x 3' transfer space
	-Proposed sink location
	-Proposed water closet location
	-Proposed changing room bench location

Note: Items noted in legend are scaled for illustration purposes. Above items drawn to scale in layout.

PRELIMINARY
NOT FOR CONSTRUCTION

 CONCORD ENGINEERING	
755 Baker Crescent Kingston, Ontario K7M 6P5	
Tel: (613) 634-4357 Fax: (613) 634-4355 E-mail: concord@kes.net	
Project:	Proposed Public Washroom Design
1037 Matthew Street Sharbot Lake, Ontario	
Drawing:	Main Floor Layout
Client:	Township of Central Frontenac
Designer: DW	Dwn by: DW
Chd by: MF	Date: 13-Feb-23

1. Immediate email notification through Constant Contact (currently 485 active subscribers) – managed by the County of Frontenac
2. Immediate Twitter notification (@HICountyFerry – currently 1,216 active subscribers) – managed by the County of Frontenac
3. Accessible webcam – managed by the Township of Frontenac Islands
4. Live animated traffic signs – managed by the Township of Frontenac Islands

Whereas the Mayor of Frontenac Islands (Councillor Greenwood-Speers) desires to see improved ferry communications and accessibility for those with low vision, low technology savvy, and low cognitive ability;

Now Therefore the Council of Frontenac County directs the Chief Administrative Officer and the Communications Officer in consultation with the Frontenac Accessibility Advisory Committee to prepare a report identifying options and costing, including but not limited to, issuing a media release, advising traditional local media such as radio stations and CKWS news line when the interruption has been brought to the Counties attention and when known more than three days in advance then advising the Whig Standard of expected interruptions, for addressing the concerns of Councillor Greenwood Speers.

Carried

The motion directed staff to prepare a report identifying options and costing to better inform residents of Howe Island who may not have access to the internet, may not be technologically savvy, or who may be living with visual, cognitive, or other disabilities, about service interruptions and updates regarding the Howe Island County Ferry.

Comment

Access to the internet:

Innovation, Science, and Economic Development Canada reports [91.3 percent of Ontario households have access to minimum internet speeds of 50/10 Mbps](#).

According to [Connected North Ontario Internet Access Map](#) (data sources include Innovation, Science, and Economic Development Canada; and Census of Canada), more than 99 percent of households in the Township of Frontenac Islands have options for broadband (in-home) service. The same sources report 100 percent cellular data availability across Howe Island. Information was corroborated and qualified by colleagues at EORN.

Anecdotally, some islanders report interference with US cellular providers in areas of Howe Island that make cellular data access awkward or prohibitively expensive. That problem may not persist when cellular data users turn off roaming capabilities on their devices. Subscribers to different cellular data service providers may have different experiences on Howe Island. Some report that they feel it necessary to subscribe to two broadband (in-home) service providers to ensure reliability.

Technological savvy:

Data from the [Canadian Internet Use Survey, 2020](#) show 92 percent of Canadians use the internet. That figure drops to 62 percent for those who are 75 years of age and older, and 84 percent for those who are living with disability.

Technologies used by people who are visually impaired:

People who are visually impaired may use any of several methods to access digital content.

Screen reader software is used to navigate webpages and applications, and to read aloud text and embedded alt text for pictures, figures, tables and other non-textual elements. There are various commonly used applications, methods, and configurations for screen readers and navigators. Choices and options often depend on personal preference and underlying operating system. A summary of commonly used reader/navigator applications can be found on the [CNIB website](#).

Although accessibility on digital platforms seems to be more like a spectrum rather than an accessible-or-not-accessible dichotomy, staff briefly tested NVDA, Microsoft Narrator, and iOS VoiceOver on digital messages relating to Howe Island Ferry for web, email, and Twitter on respective desktop and mobile devices. All worked reasonably well. There are also dedicated mobile screen reader applications specific to Twitter.

Other commonly used applications include [screen magnifiers](#).

People who are neurodiverse or who live with cognitive disability:

Resources for those producing digital material for people living with cognitive disabilities include:

Cognitive Disability Digital Accessibility Guide
Accessibility Canada, shared from Media Access Australia
[Cognitive Disability, Digital Accessibility Guide \(accessibilitycanada.ca\)](#)

Open Collaboration for Cognitive Accessibility (Service provider/consultant)
<https://openaccessibility.ca/>

Accessible communication during COVID-19 and other emergencies: A guideline for persons with disabilities (Government of Canada)
[Accessible communication during COVID-19 and other emergencies: A guideline for persons with disabilities - Accessibility Standards Canada](#)

Communications processes for Howe Island County Ferry passengers:

General and detailed information about the Howe Island County Ferry describing location, fares and passes, rules for using the ferry, and pathways to up-to-the-minute service updates and notices are available on the Howe Island County ferry website, [HoweIslandFerries.ca](#).

This site is hosted by [GHD Digital](#), formerly eSolutions, and is operated via the same content management system and by the same County staff administrators who operate

[FrontenacCounty.ca](#), [FairmountHome.ca](#), [FrontenacParamedics.ca](#), and [VisitFrontenac.ca](#).

All Frontenac County websites are AODA compliant. All County of Frontenac GHD Digital-hosted websites, including [HoweIslandFerries.ca](#) are equipped with the [ReachDeck](#) toolbar add-on. It is a suite of baked-in screen reader/navigator and language translation tools that can be deployed by users as a functional toolbar that appears at the top of any page on these sites. It is activated by clicking the “BrowseAloud” button located at the extreme lower left corner of any page on those sites.

Residents are advised of interruptions to ferry service immediately and in real time via the following:

1. Immediate email notification through [Constant Contact](#) mass email (485 active subscribers as of December 2022) managed by the County of Frontenac. A sample message [can be seen here](#).
2. Immediate Twitter notification (@HICountyFerry – 1,216 active followers as of December 2022) managed by the County of Frontenac. The [@HICountyFerry account can be seen here](#).
3. Accessible ferry webcam managed by the Township of Frontenac Islands on the County ferry [mainland side here](#), County ferry [island side here](#), and Township ferry [island side here](#).
4. Live animated traffic signs – managed by the Township of Frontenac Islands.

Constant Contact:

[Constant Contact](#) is a widely used mass email and social media marketing platform. It has so far proven a reliable, cost effective, well-supported, and easy-to-use platform for our use cases. We use the platform equally successfully for other applications at the County including for mass email communications now and throughout the pandemic to Fairmount Home families. Staff users can easily configure it to quickly send instant and simultaneous email and social media messages. All ferry staff and crew are equipped and variously authorized to use the system to send relevant messages simultaneously to everyone on the Howe Island ferry subscriber list and via the @HICountyFerry Twitter account. Constant Contact costs approximately \$25 per month for the ferry account. Costs will increase slightly if and when we exceed 500 subscribers to the ferry email list.

Email message body text font style is Arial 16pt in high contrast. Received email displays in plain text or HTML format according to user/recipient preference. Staff tested Microsoft Narrator, NVDA, and iOS VoiceOver screen reader applications on a random sample email message sent to ferry list subscribers via Constant Contact and as displayed on desktop and mobile in Gmail, Outlook, and iOS Mail email clients. All combinations and arrangements work well.

We began using Constant Contact for the ferry at the beginning of June, 2022 after experiencing persistent reliability issues with the previous mass email system. As of mid-January 2023, we have delivered more than 200 emails and tweets to subscribers via Constant Contact. Email messages were confirmed opened by subscribers more than 56,000 times during that period.

Anyone wishing to subscribe to the Howe Island Ferry email list may do so from the [email subscription form](#). The primary pathway for new users to that form is via the “Subscribe for Updates” feature box on the main landing page at HoweIslandFerries.ca. That site is optimized for first-return result for anyone searching the term “Howe Island Ferry” via Google or most other popular search engines. The site is managed through the FrontenacCounty.ca content management system, is AODA compliant, and includes an option to deploy the ReachDeck toolbar.

There’s a pathway link for public users wishing to unsubscribe to the email list automatically appended to each sent email. Communications staff can manually add, change, or delete any email subscription in the event a user requests assistance.

Twitter:

Twitter is among the top 15 most-used social media platforms globally with an estimated [259.4 million daily active users](#). Eighty three percent of those active daily users tweet about the news. More than 80 percent of young journalists say they rely on Twitter for their jobs. Anecdotally, County communications staff are certain that news reporters who cover goings-on in Frontenac monitor Twitter seemingly continuously. The platform and the @HICountyFerry Twitter account is a primary source for reporter news tips related to the Howe Island County Ferry in the region. There are no direct costs associated with our use of Twitter.

In 2022 we measured 38,350 engagements from 312,900 impressions on the @HICountyFerry Twitter account. Impressions represent the number times @HICountyFerry tweets were presented to Twitter users. That is, the number of times users had the opportunity to, or could have, read our tweets while using the platform. Engagements represent the number of times audience members took action to like, retweet, comment, or click on @HICountyFerry tweets.

That’s a 12 percent engagement rate. By that metric at least, the @HICouthyFerry account outperforms every other County Twitter account. This indicates only that subscribers to the ferry Twitter account are heavily engaged on the channel.

Screen reader/navigator applications like VoiceOver and JAWS work reasonably well with Twitter clients on desktop and mobile.

Ferry webcams:



Static images from live streaming web cameras located at the County ferry [mainland side](#), County ferry [island side](#), and Township ferry [island side](#) are linked through the County and Township ferry websites to help passengers plan timing for their passages by estimating any lineups. Any associated costs for cameras are covered by the Township of Frontenac Islands.

Although the pathway pages to the camera feeds are on our AODA compliant pages, there are no apparent accessibility provisions for the video feed images themselves.

Live animated traffic signs:



There are three animated traffic signs at ferry approaches: One at the County mainland side, one at the County island side, and one at the Township mainland side.

These illuminated signs provide consecutive messages to ferry passengers arriving at ferry dock approaches consisting of service updates and need-to-know information about using the ferry. Ferry managers or staff use dedicated, locally networked computer terminals at each of the Township and County docks to configure the signs.

There are no ongoing subscription costs associated with the signs but this is older, long-obsolete technology. Repair and service costs for the signs were about \$2,000 in 2021 and \$1,000 in 2022. There are likely overall cost savings to be found by replacing these signs with modern LED versions.

The signs are illuminated and high-contrast. They include no further intrinsic accessibility enhancements for those who do not read or for those who do not read English.

Possible further approaches to up-to-the-minute breaking and upcoming communications to islanders – press release, direct email, phone call, direct admail, purchased advertising:

Press releases are effective tools for alerting media about upcoming events. They are particularly useful for establishing narrative voice in a proactive manner and delivering complex messages in small, brief packages. They can be great for promotion of good-news stories and useful for establishing and leading public discourse narrative in crises. They are typically used and most effective in the context of a 24-hour news cycle – or longer on weekends and holidays – and are less suitable in breaking or to-the-minute but routine situations like service disruptions due to high winds or unforeseen mechanical failure. Three days' notice as described in the motion is a reasonable span in most cases. Notifications delivered via mainstream media may be additionally accessible to those who do not use computers, have access to internet, are visually impaired, or neurodiverse or cognitively impaired. There are no direct costs associated with issuing press releases.

Risks associated with press releases are: We may not be able to precisely control the time media outlets publish stories resulting from press releases. News media have editorial control over the material they publish. We can suggest – even suggest strongly – but ultimately, they choose whatever alternate sources they quote and what finally gets published. We should assume that members of the media will change any press release we send at least a little, and that they will ask others to provide their perspective. This is all part of transparency and the critical work of the free press.

Direct email to news media is reasonably straightforward. There are no barriers to anyone wishing to subscribe to the ferry email list. A representative group of news reporters and local media organizations are subscribed now. We could easily add any more members of the media to the ferry email list that seem warranted. Media subscribers to the ferry list get the same messages intended for and delivered to ferry list subscribers at the same time they are delivered to ferry list subscribers. There doesn't seem an apparent advantage to sending email notifications to media that are different or separate from those sent to constituents. There do not appear to be any proscriptions against staff unilaterally adding media email addresses to the ferry subscriber email list under the provisions of any of Canada's Anti-Spam Legislation (CASL), The Canadian Radio-Television and Telecommunications Commission Act (CRTC), The Telecommunications Act, The Competition Act, The Personal Information Protection and Electronic Documents Act (PIPEDA), or the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA). There are no costs in addition to Constant Contact fees associated with direct email messages to media.

Risks associated with direct email: Notifications of service interruptions of high interest to islanders often occur in the wee hours due to high winds or other unexpected events, so media may not immediately read email we send. If we create the expectation among passengers that local radio or television outlets will broadcast service notices in a timely fashion around the clock without exception every time we ask, we will be disappointed and without recourse. Also, media of all sorts are in the business of publishing news stories. Every time we engage them directly, there's a strong chance they will choose to pursue and publish a wider story, even if we simply wish them to send a message to their audiences that the ferry is out of service. It's simply good journalism for them to verify and corroborate material in our releases among sources that may include Transport Canada, Ministry of Transportation Ontario, various emergency services, and passengers waiting at the docks to board the ferry.

Direct phone calls to media are also reasonably straightforward. Ferry crew or communications staff could phone a list of media contacts each time there's a ferry service notice to share. There are no direct costs associated with calling members of the media by phone.

Risks associated with direct phone approach: As with the direct email approach, notifications may be any hour of the day or night. Ferry crew who may have other pressing duties may not be available to call a list of reporters, radio stations, and news desks. Media may or may not be available to or amenable to sharing our notice on their channels when we would like them to. Sometimes there are several ferry messages per day or night. It could be unwieldy for ferry crew or communications staff to call a complete media list with short messages several times a day. If we create an expectation among passengers that service notices will disseminate on radio or TV, we will be disappointed and without recourse when they aren't. We have no authority to make broadcast messages mandatory. Media alerted by phone may also be inclined to pursue and disseminate a wider story beyond our simple intention to inform passengers of a particular service issue.

Direct admail allows us to deliver printed letters or postcards to each physical address on Howe Island via the Canada Post Snap Admail service. Canada Post identifies 348 addresses on the island and estimates delivery costs per mailing at \$75. Postcards can be printed at that quantity for about \$200. Materials for letters in envelopes should be a little less expensive but any savings would be consumed by costs associated with staff required to print and stuff them. Residents who do not use the internet may be informed of ferry goings-on by direct mail.

Risks associated with admail approach: Seasonal residents or those who are travelling away from their homes on Howe may not receive mailings until they return. It may take a week or more from the time the need for a mailing is identified to the time the messages are delivered to residents. Those who are visually impaired may not be able to easily read printed material without assistance or without the use of assistive devices. Those who do not read or who don't read English may have difficulty distilling messages from printed material.

Purchased advertising may include 30-second broadcast commercials on CKWS Global television and major radio stations Big 96.3 and Fresh Radio 104.3 all covering

Howe Island from Kingston. Print advertising may include display ads in the Kingston Whig Standard. Residents who do not use the internet, who listen to broadcast radio as they drive, or who do not read may be informed of matters related to the ferry via paid broadcast advertising. County staff would preserve editorial content control. Costs per 30-second broadcast spot on Global Kingston range from \$360 to \$25 depending on the day and time they are broadcast. Cost per 30-second broadcast spot on Big 96.3 or Fresh 104.3 range from \$5 to \$43 depending on station and on the day and time they are broadcast. We should expect to recoup about 20 percent of quoted ad rates through frequency discounts and bonus spots by committing to multiple spots, six or more, on an increasing scale per contract run. Residents who do not use the internet but who subscribe to or otherwise read the Whig may see display advertising related to the ferry. A display ad in the print edition of the Kingston Whig Standard is \$269 and should be eligible for frequency discounts similar to those available for broadcast. We may incur further production costs associated with making content for print or broadcast.

Risks associated with purchased advertising: Although we would have more editorial control, we would not have precise control over when our commercials are broadcast or options to make last-minute changes to content. It would not likely be feasible, for example, to pick up the phone and require a broadcaster to run an ad immediately. Ads are typically scheduled at the time of purchase and content finalized well in advance of publication. We would be expected to meet advertising submission deadlines, so would likely need to give several days' notice to the broadcast outlet or newspaper of our intention to run an ad. The Whig publishes regular print editions on Tuesday, Thursday, Friday, and Saturday.

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

Frontenac County Marine Services
Township of Frontenac Islands
Frontenac County Communications
Frontenac County Information Services
Accessibility and Advisory Committee.



Report 2023-031

Committee Report

To: Chair and Members of the Frontenac Accessibility Advisory Committee

From: Jannette Amini, Manager of Legislative Services/Clerk

Date of meeting: March 8, 2023

Re: Frontenac Accessibility Advisory Committee – Annual Accessibility Status Report

Recommendation

Be It Resolved That the Frontenac Accessibility Advisory Committee – Annual Accessibility Status Report, attached to this report as Appendix A be received;

And Further That in accordance with Ontario Regulation 91/11: Integrated Accessibility Standards section 4(3), that a copy of this Annual Accessibility Status Report be posted to the County of Frontenac Website;

And Further That in accordance with Ontario Regulation 91/11: Integrated Accessibility Standards section 4(3.1) and (3.2), that a copy of this Annual Accessibility Status Report be forwarded to the Frontenac Lower Tiers for posting on their respective websites.

Background

Ontario Regulation 191/11: Integrated Accessibility Standards Section 4(1) requires designated public sector 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 this Regulation.

In addition, Section 4(3) requires those same designated public sector organizations to prepare an annual status report on the progress of measures taken to implement the strategies of the multi-year accessibility plan and to post the status report on their website.

An upper-tier municipality and any lower-tier municipalities that form part of it for municipal purposes may prepare a joint accessibility plan and a joint annual status report. A joint accessibility plan and a joint annual status report prepared in accordance with subsection (3.1) are deemed to be the accessibility plan and annual status report of each municipality to which they apply.

Comment

This report provides an annual update on the progress made and work completed by the County and Townships in 2022 to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11.

In 2017, the Frontenac Accessibility Advisory Committee recommended to Council the approval of the 2018-2022 Multi-Year Accessibility Plan. The Plan included a number of significant changes, including introductions to all member municipalities, the addition of two Appendices, Appendix A identifying accomplishments to date and Appendix B Accessibility Strategic Action Plan for each of the member municipalities. The inclusion of these Appendices helped to create a Multi-year plan that is a living document, which moving forward, were to be reported on and updated annually to track the status of projects as well as add new projects as they are identified.

Significant achievements have been seen in 2022 by all of the Frontenacs in part by the significant work and direction of the Joint Frontenac Accessibility Advisory Committee, including input and guidance on the following:

- Accessibility Updates to the K&P Trail
- The Re-Development of the County Administration Building
- North Frontenac Snow Road Community Hall
- Central Frontenac Matthew Street Project, Public Works building and offices and the Piccadilly Community Hall.

A copy of the Annual Accessibility Status Report is attached 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
Scott Kerr, Township of Frontenac Islands



The Corporation of the County of
Frontenac

Annual Accessibility Status
Report 2022

ACCESSIBILITY
INFRONTENAC

This document is available in alternate formats or with communication supports upon request. Please visit the County of Frontenac at www.frontenacounty.ca or call 613-548-9400, ext 302, or email jamini@frontenacounty.ca

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Welcome to the Frontenac's Annual Accessibility Status Update

This report provides an annual update on the progress made and work completed by the County and Townships in 2022 to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11.

In 2017, the Frontenac Accessibility Advisory Committee recommended to Council the approval of the 2018-2022 Multi-Year Accessibility Plan. The Plan included a number of significant changes, including introductions to all member municipalities, the addition of two Appendices, Appendix A identifying accomplishments to date and Appendix B Accessibility Strategic Action Plan for each of the member municipalities. The inclusion of these Appendices helped to create a multi-year plan that is a living document, which moving forward, were to be reported on and updated annually to track the status of projects as well as add new projects as they were identified.

Significant achievements have been seen in 2022 by all the Frontenacs in part by the significant work and direction of the Joint Frontenac Accessibility Advisory Committee.

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 strategically identify, remove, and prevent as many 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.

Joint Frontenac Joint Accessibility Advisory Committee

The Joint Frontenac Accessibility Advisory Committee (JFAAC) worked hard in 2022, despite setbacks due to the continued health crises and Covid-19! Providing input and recommendations on several municipal projects and initiatives, the JFAAC accomplished its goal towards improving accessibility in our community through the continual removal of barriers, including:

- Awarding of the Celebrating Accessibility Award.
- Provided input and guidance into the redevelopment of the County Administration Building
- Developed and recommended to Council the approval of the 2023-2028 Multi-Year Accessibility Plan
- Provided comments and guidance on Accessible upgrades at the Harlowe Community Hall in the Township of North Frontenac.
- Provided comments and guidance on the creation of an accessible sidewalk to the rear of the public works building which leads to the shared conference room.
- Received quarterly updates on the County's K&P Trail, including providing input to staff on accessibility requirements/enhancements of the trail.
- Aided and guided local businesses, specifically around barrier free access to older buildings.

Accessibility Achievements in 2022

Accessibility Updates to the K&P Trail

With the completion of core infrastructure on the Frontenac K&P Trail between the City of Kingston and Sharbot Lake in 2019, and with subsequent trail development to Clarendon Station in 2020 the County now actively manages 70 kilometers of multi-use trail daily. As a result of this work, and with the influence of the 2020 COVID-19 Pandemic on recreational behaviour, the Frontenac K&P Trail has seen a significant increase of use by walkers, cyclists, and ATV users.

The Committee continued to guide staff and make recommendations for the accessibility of the K&P trail in 2022 in 3 key areas: Benches; Gate Improvements; Edge Protection



Re-Development of the County Administration Building

At the June 15, 2022 regular Council Meeting, Council approved the awarding of the RFP for the redevelopment of the Administrative Building to Emmons & Mitchell Construction (2000) Ltd for the Renovations & Additions for the Joint Admin Facility for the County of Frontenac and Cataraqui Regional Conservation Authority. This is a \$4.5M project.

Construction began in July of 2022. Submission of pertinent documents to the City of Kingston included a site plan application along with a completed Accessibility Checklist required by the City of Kingston. Significant accessibility inclusions in the construction include 2 new fully accessible washrooms, accessible entrances and accessible shared common areas. Construction is anticipated to be completed by end of 2023.

Site Plans and Building/Renovation drawings and upgrades

North Frontenac Snow Road Community Hall

Updates include

- Corridor Access to the Bathroom was widened to meet Accessible Standards,
- Access door to washroom meets Accessible Standards,
- Accessible sink and commode,
- Automatic door openers
- Audible visual assistance alarm installed.

North Frontenac Snow Road Community Hall

This project included ramp replacement and washroom updates to improve accessibility with a focus on creating accessible entry such as:

- Installing larger front door with automatic door opener;
- Replacing wheel chair ramp and transition to ramp landing.

Central Frontenac Initiatives included:

- safer pedestrian access to the Matthew Street Project
- Creating an accessible sidewalk to the back of the building that leads to the shared conference room at the public works office
- Power door operator and accessible Bathroom at the Administration/Public Works offices
- Power door opener at Piccadilly Community Hall

Celebration of Accessibility Award

The joint Frontenac Accessibility Advisory Committee works all year to make sure that Frontenac County is as accessible as possible for people living with disabilities. Each year since 2013 the committee has bestowed the Frontenac Access Award on groups or individuals who have worked to those ends during the year.

“Access” can include designing new or renovated buildings, an employment program; a transportation system, a recreational or leisure program; or anything that contributes significantly to persons with disabilities living independently.

For the 2022 Award, the Committee chose the following two recipients.

Fargo’s General Store and Graham’s Pharmacy Jointly Working

Fargo’s General Store and Graham’s Pharmacy, effectively as a team, have implemented a free prescription delivery service for the residents of Wolfe Island. Prescriptions are delivered twice weekly from Graham’s Pharmacy to Fargo’s, where they can be easily picked up by the patient or their caregiver.

Their willingness to work together to provide this service has simplified life for disabled islanders, seniors, and their care givers. At a time when the ferry service has been unpredictable due to staffing shortages, this service can save an islander more than half a day of time spent sitting in a vehicle - something that can be physically distressing and harmful for people managing disabilities. It also eliminates the need to negotiate downtown Kingston, where accessible parking is limited.

For persons with medical insurance that only allows one month of medication at a time to be dispensed, this service saves disabled people and seniors at least fifty hours of waiting time per year each - a very precious gift for which Steve and Dave and their store teams receive no monetary compensation.

Wolfe Island Medical Clinic and The Frontenac Doctors Jointly

The Wolfe Island Medical Clinic and The Frontenac Doctors provide primary health care on the island, have delivered and continue to deliver vaccination clinics in a drive through format, supplemented by home visits, that make it extremely easy for people with disabilities, seniors, and families to access Covid and influenza vaccines.

Their willingness to bring the program to the island, and right to the doorstep of a home, if necessary, has ensured high levels of barrier free and extremely accessible immunization.

The Wolfe Island clinic saves time for anyone seeking a vaccination, and provides a barrier free service that is less onerous for persons with disabilities and the people who support them. The convenience of these clinics has led to a very high uptake of all vaccines offered.

In 2021 - 2022, more than 2700 Covid vaccines and 600 influenza vaccines were administered on Wolfe Island through this barrier-free program. By comparison, a vaccination off island for a mobility impaired person requires ferry queuing and travel

time of at least three hours, access to a disabled parking space in Kingston, and time to transfer to and from a vehicle, before confronting other barriers, depending on location.

For persons who are neurodivergent, the ability to remain in the familiar confines of the family car and the considerable reduction in travel and wait time lessens stress considerably.

The uniform delivery, where persons with disabilities follow the same route and process as the able-bodied patients, eliminates the stigma of “otherness” we sometimes feel when being directed to use a different entrance or route for accommodation.

Hunters Creek Golf Club

The Hunters Creek Golf Club modified a golf cart to enable a local resident with prosthetic legs to be able to get out and golf again as this resident can now get out and enjoy this game he truly loves.

The Standards

Information and Communications

Topic	Barrier or Goals Identified	Accessibility Updates
Websites	<ul style="list-style-type: none"> Remove barriers that may be preventing the County website from being fully compatible with assistive technology and ensure web content meets W.C.A.G.2.0 level AA compliance requirements 	<ul style="list-style-type: none"> ✓ All PDFs are remediated to ensure all web content on the County of Frontenac website is accessible.
Information and Communication Standard	<ul style="list-style-type: none"> Increase training and awareness and clarify expectations for creating or procuring accessible information and communications 	<ul style="list-style-type: none"> ✓ Adobe Acrobat Pro DC used to ensure all PDFs are in an accessible format ✓ Staff trained on how to create accessible documents including Word and PDF

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; however the County of Frontenac provides annual funding in the amount of \$96,000 to ensure seniors and those with accessibility needs receive rides to appointments.

Design of Public Spaces

Topic	Barrier or Goals Identified	Accessibility Updates
Trails	<ul style="list-style-type: none"> • Continue to make accessible improvements to the K&P Trail • Continue to work jointly with the JFAAC on ensuring the development of the K&P Trail, as it continues to move north, meets the standards set out in the AODA 	<ul style="list-style-type: none"> ✓ Staff procured benches that were installed during the summer along the K&P Trail as part of the ICIP Improving Accessibility on the K&P Trail program. ✓ Edge protection has been installed along several areas with high risk of dangerous falls. Information and photos can be found at www.engagefrontenac.ca/kp-trail ✓ Paving of the Verona Trailhead with addition of curbs and improved, safe, level access to the K&P Trail will be completed in May. It is anticipated that we will have a ribbon cutting to celebrate the opening of the site and launch of the trail season in at the same time. Photos and a description of the work to date can be found at www.engagefrontenac.ca/kp-trail
Parking	<ul style="list-style-type: none"> • The increased use of the K&P Trail in 2020 created additional pressures on infrastructure and access points. 	<ul style="list-style-type: none"> ✓ Improved parking facilities have been added off-road and adjacent to the trail at Hinchinbrooke station (near white lake road and 38) and Goodfellow Road to allow for safer and improved access to these sections of the K&P. The surface is hardpacked stone dust. Updates forthcoming to www.engagefrontenac.ca/kp-trail

Customer Service

Topic	Barrier or Goals Identified	Accessibility Updates
Feedback	<ul style="list-style-type: none"> Promote public engagement and use of accessible feedback channels Solicit and respond to community feedback to help direct accessibility planning efforts 	<ul style="list-style-type: none"> ✓ With the implementation in 2021 of the County’s new Engage Frontenac community engagement tool, the site features a “Help promote accessibility in Frontenac County” project. In addition, the County continues to encourage members of the public to submit their comments or concerns through one of our feedback channels: online “accessibility feedback” forms, speaking with a County staff member, or reaching out through all of its social media channels. ✓ The County will continue to ensure feedback channels are in accessible formats and will respond to feedback, upon request, in a manner that considers individual preferences and abilities.
Staff training	<ul style="list-style-type: none"> Support training initiatives to equip staff with knowledge and skills to deliver high quality customer service to all residents and visitors. 	<ul style="list-style-type: none"> ✓ All new staff receive training on the AODA and the Human Rights Code through the County’s New Hire Orientation, delivered once a month.

Employment

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

The Frontenacs, The Employer

In addition to the County's municipal goods, services, programs, and facilities, it is important to remember that we are also an employer with over 400 full and part-time employees. The County is 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 County will make continuous upgrades to our policies, procedures, and workplaces to foster a safer, more accessible, and inclusive work environment. Some highlights from 2022 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
- 2069 Battersea Road: Accessible parking, accessible sidewalk from the parking lot, and installation of power door operator → parking and entrance are fully accessible for staff and visitors, with accessible washrooms on site.
- The County of Frontenac Human Resources now provides Equity, Diversity and Inclusion training for the Management Team to address aspects of equity, diversity and inclusion for the County of Frontenac.

Training

- Trained all County administrative staff on the use of Adobe Acrobat Pro, the County's remediation tool for creating accessible PDF content posted to the County's website.

What's up for 2023

- Continue to make accessible improvements to the K&P Trail
- Continue to work jointly with the JFAAC on ensuring the development of the K&P Trail, as it continues to move north, meets the standards set out in the AODA

- As construction is set to be complete by the end of 2023 for the re-development of the County Administration Building, the opening of the new building will involve the JFAAC and accessibility will play a key focus
- Completion of a Care and Use of Trails by-law, including accessibility and inclusive use to ensure no barriers are created on the trail
- Completion of Trails Master Plan. Plan will include to increase accessible features and inclusive use of the Trail



Report 2023-032

Committee Report

To: Chair and Members of the Frontenac Accessibility Advisory Committee

From: Jannette Amini, Manager of Legislative Services/Clerk

Date of meeting: March 8, 2023

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 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 2021 for the County of Frontenac:

1. K&P Trail

The Frontenac K&P Trail is a recreational “rail trail” that consists of 70 kilometres of former railway extending from the Kingston boundary to Clarendon Station travelling through several villages in Frontenac, including Harrowsmith, Verona, Tichborne, & Sharbot Lake. The recreational trail does extend south into Kingston, and parts of it have been developed North of Clarendon Station to form a connection to Calabogie and Renfrew.

In 2021, 40 benches were installed along the K&P in locations that are close to parking and other access points. Other locations were prioritized based on high pedestrian traffic activities. In areas near villages and parking, benches are installed approximately every 500 meters. These benches support trail use for individuals who must take breaks while taking recreational walks or hikes. Each bench is placed on a pad of stone dust that is level with the trail surface. Each pad has space for a wheelchair or other assistive device adjacent to the bench.

2. Conversion of Accessible Documents Update

County Administration staff continue to focus on converting the County's inaccessible pdf's to accessible documents as well as ensure all new documents being uploaded to the website are accessible. The County uses Adobe Acrobat Pro DC to create accessible pdf's and ensure that the County's website continues to be in compliance with the AODA. Documents must be put through this process prior to being uploaded to the County's website to ensure compliance.

7 County Administrative staff attended in person Accessible Document Training through New Horizons in Kingston on December 9th, 2022. The training, which covered creating Accessible PDFs using Adobe Acrobat PRO XI or DC, was a one-day session that covered from creating simple Office documents, to PDF documents that are fully accessible and meet the current mandates. Staff were able to learn a variety of techniques to make documents accessible, pitfalls to avoid, and proper methods to tag legacy documents to provide older documents with the new accessibility guidelines.

3. Redevelopment of the Administrative Building

County Administration staff fully vacated the administration building as of July 15th, and the Construction for the Joint Admin Facility began on July 18, 2022.

A bi-weekly progress meeting between County Administration, Cataraqui Regional Conservation Authority, Colbourne & Kembel, Architects Inc., and Emmons & Mitchell Construction limited representatives occurs to discuss the construction progress.

Construction progress as of January 20, 2023:

Level 0 – Basement

- Electrical revisions have been accepted and work will proceed and the drywall work has commenced.

Main Building

- All abatement is complete in the addition and we are awaiting spring for demolition. In addition, floor patching is complete.

Each bi-weekly meeting addresses all health and safety concerns.

4. Training of staff and new Councils

New Hire Orientation sessions are scheduled each month and as part of the, AODA and Human Rights Code training is provided to all new staff.

The new Council for the 2023-2026 term of office received joint training in November and December of 2023, including the mandatory training under the AODA.

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

Richard Allen, Manager of Economic Development, County of Frontenac
Brianna McEathron, Executive Assistant to the CAO and Director of Corporate Services

Eric Korhonen, Township of North Frontenac

Jody Legue, Township of Central Frontenac

James Thompson, Township of South Frontenac

Darlene Plumley, Township of Frontenac Islands

**Township of North Frontenac Quarterly Accessibility Report
[Month of Meeting] [Year]**

Initiative	Details	Completion Date
Accessible Parking Signs	Designate and install accessible parking at all Township Boat Launches	Summer 2023
Rink Building Accessibility	Make access to the rink building accessible	Fall 2023
Accessible Outhouse	Project has been on-going to replace all outhouses with accessible washrooms – 2023 to replace at PCCA Beach	Summer 2023

**Township of Central Frontenac Quarterly Accessibility Report
March 2023**

Initiative	Details	Completion Date
<p>Matthew Street Project – Matthew St. connects the Sharbot Lake Beach and downtown core in the Town of Sharbot Lake.</p>	<ul style="list-style-type: none"> - Goal is to provide safer pedestrian access on Matthew St. and create an accessible crosswalk on Elizabeth St. to access Matthew St. - In the original plan, Matthew St becomes a one-way to allow for a proper pedestrian pathway creation however, after considerable resident feedback, Council decided to trial the one-way street in the summer months only and a two (2) way street in winter, this has removed the option for safe/accessible pedestrian access in 2023. - Due to the changes above, we are waiting on a resolution to approve the accessible crosswalk to Matthew St. 	<p>On Hold</p>
<p>Public Works Office- 2nd office space, across the street from the main office was created to better house Township Staff and departments. Public Works is now operating from this location.</p>	<ul style="list-style-type: none"> - New Accessible Bathroom - Front Power Door Operator 	<p>Complete</p>
<p>Public Works Office</p>	<ul style="list-style-type: none"> - Accessible sidewalk to the back of the building that leads to the shared conference room 	<p>In 2023 budget</p>
<p>Public Works Office Parking Lot</p>	<ul style="list-style-type: none"> - re-grade the parking area at the front of the PW building to improve access to the front door (door is accessible, but parking area is rough and not level with door) 	<p>Summer 2023</p>
<p>Medical Center Bathroom 1005 Medical Centre Rd.</p>	<ul style="list-style-type: none"> - Power door operator 	<p>In 2023 budget</p>

Sharbot Lake, ON		
Piccadilly Hall 1025 Oak Flatts Rd. Piccadilly, ON	- Accessible Door (Grant money has been received to fund this project)	In 2023 projects and budget
Public Works Shop Upgrades	- Create separate break rooms for public works employees away from the workshop space.	Spring 2023
Fire Pro 2 System	- New Document Management System for Fire Services allows for Administration Staff to document Fire Services daily activities. Program allows for various accessible reports for the public (upon request) and Fire Services personnel.	January 2023
Fire Station #3 1020 Wagner Rd. Sharbot Lake On.	- Installed drainage grates – Allow for a smooth area for vehicles and personnel.	January 2023
2023 Projects	- Central Frontenac's Budget was approved on February 28, 2023. The projects scheduled for 2023 have not had any engineered drawings/plans produced. We will provide an update once we have more details on the upcoming 2023 projects.	TBD
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**Township of South Frontenac Quarterly Accessibility Report
March, 2023**

Initiative	Details	Completion Date
Accessible Ramp – Town Hall	Construction of new accessible ramp to the front entrance of the Town Hall.	Q2, 2022
Wayfinding Signage Strategy	Consideration of signage with appropriate contrast.	Q1, 2023
Battersea Fire Station – Accessible Washroom	New Fire Station located nearby Battersea to include an accessible washroom.	Q2, 2023
Human Resources Process and Documentation	Improved accessible human resources processes and documentation related to recruitment.	Q1, 2023
Review of Council/Committee Report Templates	Review of Council and committee report templates from an accessibility standpoint.	Q2/3, 2023
Increasing awareness regarding Accessibility Committee	Clerk’s Department to increase awareness of role of the Accessibility Committee.	Q4, 2023