



Frontenac County Council Meeting
Wednesday, October 19, 2016 – 2:00 p.m.
Soldiers Memorial Hall, 1107 Garrett Street, Sharbot
Lake, ON

AGENDA

Page

1. Call to Order

2. Approval of Addendum

3. Disclosure of Pecuniary Interest and General Nature Thereof

4. Adoption of Minutes

10 - 24

- a) Minutes of Regular Meeting of County Council dated September 21, 2016

Resolved That the minutes of the regular Council meeting held on September 21, 2016 be adopted.

5. Deputations and/or Presentations

- a) **Local Government Week - Interactive live Tweeting with Public School Students**

25 - 69

- b) **Eastern Ontario Rural Network (EORN)** representatives will present to County Council its progress to date as well as build support for the mobile broadband project on the following three key areas: Proposed Cell Project; Municipal RFP - Fibre/DSL; and, Digital Strategy (Wifi Whitepaper, Business E-Tool Kit)

70 - 80

- c) **Richard Allen**, Councillor, City of Kingston, will address County Council regarding his appointment and role to the Federation of Canadian Municipalities (FCM) Board.

6. Proclamations

- a) **Local Government Week**
October 16 to October 22, 2016

Whereas the week of October 16th to 22nd, 2016, will be celebrated in Ontario as Local Government Week;

And Whereas the municipal order of government performs functions that significantly impact the day-to-day life of citizens throughout the world;

And Whereas the Association of Municipal Managers, Clerks and Treasurers of Ontario (AMCTO), the Ontario Ministry of Municipal Affairs, and the Association of Municipalities of Ontario (AMO), acknowledge and celebrate the significant role that municipal governments play in helping to define the character, priorities, physical make up, and quality of life of communities across Ontario;

Now Therefore Be It Resolved That the Council of the Corporation of the County of Frontenac hereby proclaims the week of October 16th to 22nd, 2016, as Local Government Week in the County of Frontenac and does commend its thoughtful observance to all citizens of the County.

b) **GIS Day**

November 16, 2016

Whereas Geography Awareness Week is November 13 - 19, 2016;

And Whereas National Geographic Information System (GIS) Day is November 16, 2016;

And Whereas Geography Awareness Week promotes GIS and geographic literacy;

And Whereas GIS is an important part of geography awareness;

And Whereas the County of Frontenac is committed to expanding GIS awareness throughout the County in order to showcase real-world applications with GIS.

Now Therefore Be It Resolved That the Council of the County of Frontenac hereby proclaims November 16, 2016 as GIS Day in Frontenac County.

7. **Move into Committee of the Whole**

- a) **That** Council adjourn and meet as Committee of the Whole Council, with the Deputy Warden in the Chair.

8. **Briefings**

- a) **Jannette Amini**, Manager of Legislative Services will provide County Council with the 2016 Accessibility Status Report.

9. Unfinished Business

10. Recommend Reports from the Chief Administrative Officer

90 - 115

- a) **2016-112**
Corporate Services
Amendments to the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy
Recommendation

Resolved That the Council of the Corporation of the County of Frontenac receive the Corporate Services – Amendments to the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy report;

And Further That Council approve the recommended amendments to the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy, as outlined in this report;

And Further That staff be directed to bring forward for adoption a by-law to adopt the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy;

And Further That By-law 2009-0019, being a by-law to adopt an Accessible Customer Service Policy be rescinded.

116 - 136

- b) **2016-113**
Corporate Services
Amendments to the Joint Multi-Year Accessibility Plan
Recommendation

Resolved That the Council of the Corporation of the County of Frontenac receive the Corporate Services – Amendments to the Joint Multi-Year Accessibility Plan 2013-2017 report;

And Further That Council approve the recommended amendments to the Joint Multi-Year Accessibility Plan 2013-2017 attached to this report as Appendix A

137 - 155

- c) **2016-114**
Corporate Services
Complaints Handling Policy
Recommendation

Resolved That the Council of the County of Frontenac receive the Corporate Services –Complaints Handling Policy and Procedures report;

And Further That the Clerk be authorized to bring forward a by-law later in the meeting to establish a formal Complaints Handling Policy attached to this report as Appendix A.

156 - 158

- d) **2016-115**
Corporate Services
Frontenac-Howe Islander Ferry Fees and Fares Schedule
Recommendation

Resolved That Council of the County of Frontenac receive the Corporate Services – 2017 Frontenac-Howe Islander Ferry Fees and Fares Schedule report;

And Further That a by-law be introduced later in the meeting to adopt the 2017 Frontenac-Howe Islander Ferry Fees and Fares Schedule.

11. Information Reports from the Chief Administrative Officer

159 - 160

- a) **2016-116**
Economic Development and Planning
Age-Friendly Community Plan

161 - 163

- b) **2016-117**
Corporate Services
Bill 8 Compliance Update Report

164 - 169

- c) **2016-118**
Corporate Services
Response from Townships regarding Shared Communications

170 - 179

- d) **2016-119**
Fairmount Home
Quarterly Update Activity Report

12. Reports from Council Liaison Appointees

- a) Emergency and Transportation Services - Councillor Nossal
b) Long Term Care (Fairmount Home) - Councillor Inglis
c) Corporate Services - Councillor Dewey
d) Planning and Economic Development - Councillor McDougall

13. Reports from External Boards and Committees

- a) Kingston Frontenac Library Board Update - Deputy Warden Vandewal
- b) KFL&A Public Health Board Update - Councillor Doyle
- c) RULAC, LSR and Other Updates
- d) Algonquin Land Claim Update - Councillor Inglis
- e) Frontenac County Youth Justice Advisory Committee Update - Councillor Nossal
- f) Housing and Homelessness Committee Update - Councillor McDougall
- g) Rideau Corridor Landscape Steering Committee Update - Councillor McDougall
- h) Eastern Ontario Warden's Caucus Update - Warden & CAO
- i) Mississippi Rideau Tay Rural Health Hub Organizing Committee - Warden Smith

14. Reports from Advisory Committees of County Council

15. Return to Council

- a) **That** Council revert from Committee of the Whole Council, to Council.

16. Adoption of the Report of the Committee of the Whole Council

- a) **That** the report of the Committee of the Whole Council be adopted and that the necessary actions or by-laws be enacted.

17. Motions, Notice of Which has Been Given

- a) Motion coming from Councillor Doyle regarding support of the third crossing
[See Communications x) and y)]
Moved by: Councillor Doyle
Seconded by: Councillor Nossal

Whereas the City of Kingston is currently investigating the potential for a third crossing of the Cataraqui River;

And Whereas the County of Frontenac provides Paramedic services to the residents of the City of Kingston, including to a growing residential community and CFB Kingston located on the east side of the Cataraqui River;

And Whereas the two existing river crossings namely, the LaSalle Causeway and Highway 401, are both prone to slowdowns and closures

that regularly cause delayed emergency response and clogged north-south arterial routes;

And Whereas the construction of the third crossing will improve response times and provide options when the Causeway and/or Highway 401 are not available;

Now Therefore, the Council of the County of Frontenac hereby formally endorse efforts by the City of Kingston to construct a third-crossing and advise Premier Kathleen Wynne, Amarjeet Sohi, Federal Minister of Infrastructure and Communities, Mark Gerretsen, M.P., Sophie Kiwala M.P.P. and Bob Chiarelli, Provincial Minister of Infrastructure of their support for the project.

b) **Support to the Ompah Community Volunteer Association
Hosting of the Ontario Federation of ATV's
Ompah - June 2 to June 4, 2017**

Moved by: Councillor Higgins

Seconded by: Councillor Inglis

Whereas the Ompah Community Volunteer Association, in partnership with the Ottawa Valley ATV Club will be hosting the Ontario Federation of ATV's in Ompah on from June 2 to 4, 2017; and,

Whereas it is expected that some 115 delegates and their families from across Ontario will be coming to participate in this event; and,

Whereas this event will provide the County of Frontenac with an opportunity to promote #inFrontenac to these visitors;

Therefore Be It Resolved That the County of Frontenac authorize staff to assist the Ompah Community Volunteer Association by providing #inFrontenac promotional materials for the Welcome Package for Delegates.

18. Giving Notice of Motion

19. Communications

That Council consent to the following communications of interest to Council listed below be received and filed:

a) From AMO Regarding the 2017 AGM Conference - August 13-16 2017
[Distributed to Council on September 23, 2016]

b) From the Ministry of Infrastructure Regarding Federal Allocation

[Distributed to Council on September 23, 2016]

- c) 2015 Report on Housing & Homelessness In the City of Kingston & County of Frontenac
[Distributed to Council on September 23, 2016]
- d) Resignation Letter from Francine Arsenault to the Frontenac Accessibility Advisory Committee
[Distributed to Council on September 23, 2016]
- e) From the Township of Frontenac Islands Regarding a Motion on Shared Communications
[Distributed to Council on September 23, 2016]
- f) An Invitation to the Warden From the University Hospital of Kingston
[Distributed to Council on September 23, 2016]
- g) From Chair of the Committee on Light Pollution Royal Astronomical Society of Canada Regarding Light Pollution 1
[Distributed to Council on September 23, 2016]
- h) Kingston and Frontenac Housing Corporation June 8, 2016 Meeting Minutes
[Distributed to Council on September 30, 2016]
- i) Legal Matters - Fall 2016 Issue from Cunningham Swan
[Distributed to Council on September 30, 2016]
- j) From the Township of Frontenac Islands regarding a request for Howe Island Fire and Rescue for Priority Boarding
[Distributed to Council on September 30, 2016]
- k) Resolution from the City of Belleville Regarding Supporting Agricultural Experts
[Distributed to Council on September 30, 2016]
- l) From East Ferris Regarding Clean Water and Wastewater Fund
[Distributed to Council on September 30, 2016]
- m) Community Foundation for Kingston & Area 150th Key Facts -

Opportunity - Frontenac County
[Distributed to Council on September 30, 2016]

- n) Community Foundation Canada 150 Donor Engagement
[Distributed to Council on September 30, 2016]
- o) From the Community Foundation of Kingston & Area Regarding Partnership for Canada 150 Funding
[Distributed to Council on September 30, 2016]
- p) From the Canadian Union of Postal Workers Giving Council Another Opportunity to Have thier Say in the Canada Post Review
[Distributed to Council on October 7, 2016]
- q) June 22, 2016 Kingston Frontenac Lennox & Addington Board of Health Meeting Minutes
[Distributed to Council on October 7, 2016]
- r) Revised Notice of Public Open House and Meeting Regarding the City of Kingston Official Plan Update
[Distributed to Council on October 2, 2016]
- s) From the Ontario Good Roads Association Call for Nominations to the Board
[Distributed to Council on October 7, 2016]
- t) From the Township of Central Frontenac Regarding a Resolution on Shared Communications
[Distributed to Council on October 14, 2016]
- u) Resolution From the Township of South Frontenac Regarding the Funding Request from Frontenac Community Futures Development Corporation
[Distributed to Council on October 14, 2016]
- v) Resolution from the Township of South Frontenac to the Ministry of Agriculture Food and Rural Affairs
[Distributed to Council on October 14, 2016]
- w) Grey County Resolution Letter to Premier About Hydro
[Distributed to Council on October 14, 2016]

- x) Letter from the Township of Frontenac Islands to Minister Sohi regarding resolution concerning third crossing
[Distributed to Council October 14, 2016]
- y) Letter from the Township of Frontenac Islands to Minister Chiarelli regarding resolution concerning third crossing
[Distributed to Council October 14, 2016]

20. Other Business

21. Public Question Period

22. By-Laws – General By-Laws and Confirmatory By-Law

- a) First and Second Reading
Resolved That leave be given the mover to introduce by-laws a) through d) that have been circulated to all Members of County Council and that by-laws a) through d) be read a first and second time.
- b) Third Reading
Resolved That by-laws a) through d) be read a third time, signed, sealed and finally passed.

By-Laws

- | | |
|------------------|--|
| 180 - 182 | a) To Establish 2017 Frontenac-Howe Island Ferry Fees and Fares
(Proposed By-Law Number 2016-0037) |
| 183 - 190 | b) To Establish a Formal Complaints Handling Policy
(Proposed By-Law Number 2016-0038) |
| 191 | c) To Adopt the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy
(Proposed By-Law Number 2016-0039) |
| 192 - 193 | d) To Confirm All Actions and Proceedings of Council
(Proposed By-Law Number 2016-0040) |

23. Adjournment



**Minutes of the Regular Meeting of Council
September 21, 2016**

A regular meeting of the Council of the County of Frontenac was held in the Kingston Frontenac Rotary Auditorium at the County Administrative Office, 2069 Battersea Road, Glenburnie on Wednesday, September 21, 2016 and was called to order at 9:00 a.m. Regular business commenced at 9:45 a.m.

There was a "Closed Meeting" of the Committee of the Whole from 9:01 am to 9:41 am.

Present: Warden Frances Smith, Deputy Warden Ron Vandewal,
Councillors Ron Higgins, Denis Doyle, Natalie Nossal, Tom
Dewey, John Inglis and John McDougall

Also Present: **County:**
Kelly Pender, Chief Administrative Officer
Paul Charbonneau, Chief/Director of Emergency &
Transportation Services
Anne Marie Young, Manager of Economic Development
Marian VanBruinessen, Director of Corporate
Services/Treasurer
Lisa Hirvi, Acting Administrator-Fairmount Home
Jannette Amini, Manager of Legislative Services/Clerk
Marco Smits, Communications Officer
Media: Jeff Green, The Frontenac News, Elliot Ferguson, The
Kingston Whig Standard and Craig Bakay, Frontenac EMC

1 Closed Session

Motion #: 148-16 Moved By: Councillor Dewey
Seconded By: Councillor McDougall

Resolved That Council resolve itself into Committee of the Whole closed session as authorized under Section 239 of *The Municipal Act*, to consider:

1. Adoption of Closed Minutes of Meetings held June 15, 2016;
2. Labour relations or employee negotiations as it relates to negotiations with CUPE 2290 regarding pay equity;
3. Labour relations or employee negotiations as it relates to the OPSEU 462 Labour Relations Strategy;
4. Advice that is subject to solicitor-client privilege, including communications necessary for that purpose as it relates to the potential property acquisition of 6503 Highway 38.

Carried

Motion #: 149-16 Moved By: Councillor Nossal
Seconded By: Councillor Inglis

Resolved That Council rise from Committee of the Whole closed session without reporting

Carried

2 Public Meetings

The following was a public meeting to permit members of the public to make presentations and/or funding requests to County Council for consideration in the 2017 budget.

- a) **Ms. Anne Prichard**, Executive Director, Frontenac Community Futures Development Corporation addressed County Council regarding funding to assist businesses in adopting digital tools, technologies and services to start and grow their businesses. The FCFDC is requesting a \$35,000 allocation in the 2017 budget.

3 Approval of Addendum

Motion #: 150-16 Moved By: Councillor Doyle
Seconded By: Deputy Warden Vandewal

Resolved That the addendum for the September 21, 2016 meeting of the Council of the County of Frontenac be approved.

Carried

4 Disclosure of Pecuniary Interest and General Nature Thereof

There were none.

5 Adoption of Minutes

- a) **Minutes of Special Meeting held August 24th, 2016 and Regular Meeting held July 20th, 2016.**

Motion #: 151-16 Moved By: Councillor Higgins
Seconded By: Councillor Dewey

Resolved That the minutes of the special Council meeting held August 24 and the regular meeting held July 20, 2016 be adopted.

Carried

6 Deputations and/or Presentations

- a) **Mr. Sheldon Laidman**, Director, Housing and Social Services Department, City of Kingston, briefed County Council regarding End of Operating Agreements, the Kingston Frontenac Renovates program and new provincial funding which may impact County seniors' projects. A copy of Mr. Laidman's presentation is attached to the record in the Clerk's Office.

7 Proclamations

- a) **Public Library Month – October 2016, and Ontario Public Library Week October 16-22, 2016**
[See Communications s)]

Motion #: 152-16 Moved By: Deputy Warden Vandewal
Seconded By: Councillor Nossal

Whereas the public library offers access to information; and,

Whereas the public library supports personal growth, economic renewal and quality of life; and,

Whereas we recognize that the board and staff of the Kingston Frontenac Public Library provide a vital service to our community.

Therefore Be It Resolved That the Council of the County of Frontenac hereby proclaims the month of October 2016 to be Public Library Month in the County of Frontenac and encourages every person to use the public library this month and throughout the year.

Carried

8 Move into Committee of the Whole

Motion #: 153-16 Moved By: Councillor Inglis
Seconded By: Councillor McDougall

That Council adjourn and meet as Committee of the Whole Council, with the Deputy Warden in the Chair.

Carried

9 Briefings

- a) **Mr. Kelly Pender**, Chief Administrative Officer, provided Council with his monthly CAO briefing.

10 Unfinished Business



11 Recommend Reports from the Chief Administrative Officer

a) **2016-099**
Economic Development
Establishment of a County Wide Canada 150 Anniversary Legacy
Project

Motion #: 154-16 Moved By: Councillor Doyle
Seconded By: Councillor Nossal

Resolved That the Council of the County of Frontenac accept the Planning and Economic Development – Establishment of a County Wide Canada 150 Anniversary Legacy Project report for information;

And Further That the County of Frontenac formally recognize the completion of the K&P Trail from Kingston to Calabogie as the County of Frontenac's Canada 150th Anniversary celebration with a dedication ceremony to take place in 2017;

And Further That the dedication ceremony include Option 1 noted in the report with funding to come from the Working Fund Reserve to a maximum of \$2,000;

And Further That staff be directed to pursue a combination of partnerships and funding opportunities that may exist for Canada 150th legacy projects.

Carried As Amended
(see motions to Amend below which were carried)

Motions to Amend

Motion #: 155-16 Moved By: Councillor Doyle
Seconded By: Councillor Nossal

Be it Resolved That "on Canada Day 2017" be deleted and replaced with "in 2017"

Carried

Motion #: 156-16 Moved By: Warden Smith
Seconded By: Councillor Nossal

Be It Resolved That Option 2 be deleted and replaced with Option 1

And Further That a "max of \$10,000" be deleted and replaced with "max of \$2,000"

Carried

**d) 2016-102
Corporate Services
2016 Property Tax Claw Back Threshold**

Motion #: 160-16 Moved By: Councillor Higgins
Seconded By: Councillor Inglis

Resolved That the Council of the County of Frontenac accept the Corporate Services – Finance - 2016 Property Tax Clawback Threshold report;

And Further a by-law be introduced later in the meeting to establish the percentages by which tax decreases are limited for 2016 in respect of properties in the commercial class.

Carried

e) **2016-103**
Office of the CAO
Request for Representative - Food Policy Council

Motion #: 161-16 Moved By: Councillor Higgins
Seconded By: Councillor Smith

That the County of Frontenac appoint Councillor Doyle to represent Council on the Food Policy Council of Kingston, Frontenac, Lennox and Addington for the balance of the Council term.

Carried

**f) 2016-104
Corporate Services
Reserve Account Decisions (Frontenac Renovates and Seniors
Issues)**

Motion #: 162-16 Moved By: Councillor Inglis
Seconded By: Councillor Nossal

That the County of Frontenac allocate 75% of the current Frontenac Renovates Reserve to the K&P Trail property acquisition reserve and the Verona Trail Head project, with the balance to be reviewed no later than September 2017.

Carried

Resolved That the County of Frontenac endorse the funding allocation and disbursements formulas for Seniors Housing projects and that payments to member municipalities be administered by staff as outlined Staff Report 2016-104.

Carried

Councillor Higgins requested that the motion be separated.

Council recessed at 11:51 a.m. and Warden Smith exited the meeting.

Council reconvened at 11:58 a.m.

**g) 2016-105
Planning and Economic Development
K&P Trail – Recommendation from Community Economic
Development Committee**

Motion #: 164-16 Moved By: Councillor Dewey
Seconded By: Councillor McDougall

That the Council of the County of Frontenac accept the recommendation of the Community Development Advisory Committee, namely:

That the Community Development Advisory Committee recommend that County Council enter into an agreement with Eastern Ontario Trails Alliance to maintain the Frontenac K&P Trail at \$400 per kilometer subject to a no fee basis from Orser Road to Sharbot Lake.

And That the recommendation be subject to the following:

1. Negotiation of a Licence of Occupation with the Eastern Ontario Trails Alliance that reflects the “no fees” condition of the Committee recommendation;
2. Council confirming that the procurement of EOTA meets the test of the County’s Procurement Policy, Article 5.13, in particular, the second last bullet “specialized experience, knowledge or expertise”;
3. Consideration of a by-law to adopt the agreement be extended over two meetings in order to provide transparency;
4. That public notice of the above be provided on the County’s website and social media channels.

Carried

12 Information Reports from the Chief Administrative Officer

a) 2016-109
Corporate Services - Finance
2016 2nd Quarter Financial Summary

13 Reports from Council Liaison Appointees

a) Emergency and Transportation Services - Councillor Nossal

Councillor Nossal provided an overview of the Emergency and Transportation Services Department liaison activities since the last Council meeting.

b) Long Term Care (Fairmount Home) - Councillor Inglis

Councillor Inglis provided an overview of the Long Term Care (Fairmount Home) Department liaison activities since the last Council meeting.

c) Corporate Services - Councillor Dewey

Councillor Dewey provided an overview of the Corporate Services Department liaison activities since the last Council meeting.

d) Planning and Economic Development - Councillor McDougall

Councillor McDougall provided an overview of the Planning and Economic Development Department liaison activities since the last Council meeting.

14 Reports from External Boards and Committees

a) Kingston Frontenac Library Board Update - Deputy Warden Vandewal

Deputy Warden Vandewal explained that there will be a Library Board meeting next Wednesday, September 28th.

b) KFL&A Public Health Board Update - Councillor Doyle

No Report

c) RULAC, LSR and Other Updates

There was a RULAC meeting on Monday September 12th. Mr. Pender provided an overview of the meeting.

d) Algonquin Land Claim Update - Councillor Inglis

No Report

e) Frontenac County Youth Justice Advisory Committee Update - Councillor Nossal

Councillor Nossal reported that at the August 31st meeting there was discussion regarding identifying service/communications gaps.

The Committee is looking to join the Children and Youth Services Planning Committee (CYSPC).

f) Housing and Homelessness Committee Update - Councillor McDougall

Councillor McDougall stated that there is a meeting of the Committee next week.

g) Rideau Corridor Landscape Steering Committee Update - Councillor McDougall

No Report

h) Eastern Ontario Warden's Caucus Update - Warden & CAO

Please refer to item 9 Briefings, clause a)

i) **Mississippi Rideau Tay Rural Health Hub Organizing Committee - Warden Smith**

No Report

15 Reports from Advisory Committees of County Council

a) Report of the Community Development Advisory Committee

Report of the Community Development Advisory Committee

Trail Maintenance Plan for the K&P Trail

That the Community Development Advisory Committee recommend that County Council enter into an agreement with Eastern Ontario Trails Alliance to maintain the Frontenac K&P Trail at \$400 per kilometer subject to a no fee basis from Orser Road to Sharbot Lake.

This report was considered under Recommend Reports from the Chief Administrative Officer clause g)

See page 7

b) Report of the Planning Advisory Committee

Motion #: 166-16 Moved By: Councillor Higgins
Seconded By: Councillor Doyle

All items listed on the Community Development Advisory Committee Report shall be the subject of one motion. Any member of County Council may ask for any item(s) included in the Community Development Advisory Committee Report to be separated from that motion and considered separately, whereupon the Community Development Advisory

Committee Report without the separated item(s) shall be put to the vote and the separated item(s) shall be considered immediately thereafter.

THAT the Report received from the Planning Advisory Committee be received and adopted.

Report of the Planning Advisory Committee

1. Consideration of applications submitted for appointments to the Planning Advisory Committee:

That Phil Leonard, Jim McIntosh and Darwyn Sproule be appointed to the Planning Advisory Committee whose term shall expire November 30, 2018;

And Further That By-law 2013-0020, Schedule B-4 be amended accordingly.

2. 2016-099
Planning and Economic Development
Finalization and Approval of the Planning Advisory Committee Mandate

That the Council of the County of Frontenac adopt the Planning Advisory Committee (PAC) Terms of Reference attached to this report as Appendix A;

And Further That Procedural By-law 2013-0020, as amended, be further amended by deleting Schedule B-4 in its entirety and replacing with Appendix A to this report.

Carried

16 Return to Council

Motion #: 167-16 Moved By: Deputy Warden Vandewal
Seconded By: Councillor Inglis

That Council revert from Committee of the Whole Council, to Council.

Carried

In the absence of Warden Smith, Deputy Warden Vandewal remained in the Chair.

17 Adoption of the Report of the Committee of the Whole Council

Motion #: 168-16 Moved By: Councillor Inglis
Seconded By: Councillor Dewey

That the report of the Committee of the Whole Council be adopted and that the necessary actions or by-laws be enacted.

Carried

18 Motions, Notice of Which has Been Given



19 Giving Notice of Motion

Councillor Doyle advised that he will be bringing forward a motion at the October Council meeting to support the third crossing over the Cataraqui River in Kingston.

20 Communications

That Council consent to the following communications of interest to Council listed below be received and filed:

- a) 2015 AMO Annual Report Available Online
[Distributed to Council on July 22, 2016]
- b) Notice of Prehearing Conference from the Ontario Municipal Board
[Distributed to Council on July 22, 2016]
- c) Rural Economic Development Program Resolution
[Distributed to Council on July 22, 2016]
- d) Township of South Stormont Resolution re Rural Economic Development Program Suspension
[Distributed to Council on July 22, 2016]
- e) City of Orillia Resolution in Support of Bill 158 on Human Trafficking in Ontario
[Distributed to Council on August 5, 2016]
- f) From the Town of Oakville, in support of Bill 158, Saving the Girl Next Door Act, 2016
[Distributed to Council on August 5, 2016]
- g) Township of North Frontenac Resolution for Seniors Housing Project Task Force
[Distributed to Council on August 5, 2016]
- h) From the Hartington Community Association Providing letter to Township/County Councils
[Distributed to Council on August 19, 2016]
- i) From the UHKF Providing the 2016 Extraordinary People Innovative Health Care Report
[Distributed to Council on August 19, 2016]
- j) Ministry of Municipal Affairs Congratulates and Supports Council Regarding CIP and the OP
[Distributed to Council on August 19, 2016]
- k) Town of Lakeshore Resolution Regarding the 2015 Pan Am Games

[Distributed to Council on August 19, 2016]

- l) From the Township of Carlow Mayo Regarding a Letter of Support for Bill 171
[Distributed to Council on August 19, 2016]
- m) From the EOWC-WOWC Regarding a Resolution on Energy Costs and Expansion
[Distributed to Council on August 26, 2016]
- n) Unconfirmed July 20, 2016 Regular County Council Meeting Minutes
[Distributed to Council on August 26, 2016]
- o) Request for County of Frontenac Representative on Food Policy Council for KFL&A
[Distributed to Council on September 9, 2016]
- p) From Ontario Good Roads Association Regarding the 2017 OGRA Conference
[Distributed to Council on September 9, 2016]
- q) Renewable Energy Development In Ontario Information from Haliburton Solar & Wind
[Distributed to Council on September 9, 2016]
- r) Update From the Minister of Energy on Changes to Legislation to Protect Electricity Consumers
[Distributed to Council on September 9, 2016]
- s) Proclamation Request for Ontario Public Library Week/Month
[Distributed to Council on September 9, 2016]
- t) From the Township of North Frontenac Regarding Shared Communications
[Distributed to Council on September 16, 2016]
- u) From the Township of South Frontenac Regarding Shared Communications
[Distributed to Council on September 16, 2016]
- v) Request for Response from Kathleen Wynne from Village of Casselman Regarding Increased Revenues for Municipalities
[Distributed to Council on September 16, 2016]
- w) Rural Mayors Forum of Eastern Ontario Response to Proposed Changes to the Residential Tenancies Act
[Distributed to Council on September 16, 2016]

21 Other Business

- a) **Solutions from the Province of Ontario regarding the costs, expansion, reliability and capacity of hydroelectricity and natural gas in rural Eastern and Western Ontario**
[See Communications m)]

Motion #: 169-16 Moved By: Councillor McDougall
Seconded By: Councillor Nossal

Whereas the challenges of rural natural gas expansion, escalating energy costs, and ongoing issues related to electrical reliability are a significant cause for concern for rural residents, businesses and industries in Eastern and Western Ontario; and,

Whereas these challenges represent significant obstacles to growth and prosperity in rural Eastern and Western Ontario, including an unmanageable burden on residential ratepayers, local businesses, and municipal budgets; and,

Whereas electricity costs are increasing at an unprecedented pace, and are projected to increase significantly over the next few years, particularly in rural areas where delivery fees come at a greater cost; and,

Whereas the rising costs of electricity in Ontario are forcing families and local governments to choose between electricity bills and other basic necessities and services, further exacerbating the issue of “energy poverty” across the Province; and,

Whereas both rural Eastern Ontario and rural Western Ontario urgently require a more reliable and consistent follow of hydroelectricity, as well as an overall expansion of natural gas services to rural areas, in order to enhance economic development opportunities and improve the quality of life and cost of living for residents; and,

Whereas any move by the Provincial government to force Ontario homes, industries and businesses away from natural gas to more expensive electric options will have devastating consequences on the local economy, as employers will relocate to other jurisdictions with more competitive energy choices; and,

Be It Resolved That the Eastern Ontario Wardens' Caucus and the Western Ontario Wardens' Caucus together strongly urge the Government of Ontario to make the necessary infrastructure investments needed for the expansion of transmission systems in areas of Eastern and Western Ontario that are currently lacking;

And Further That the EOWC and WOWC strongly request the Government of Ontario to find solutions to bring a reliable flow of natural gas to rural and remote areas of Eastern and Western Ontario, as a catalyst for growth and development;

And Further That the Government of Ontario reconsider any policy or strategy within the forthcoming Climate Change Action Plan that would force rural residents and businesses to replace affordable energy options with more expensive options;

- d) To Authorize the Transfer of Funds from the Frontenac Renovates Reserve to the K&P Trail Property Acquisition Reserve
(Proposed By-Law Number 2016-0034)
- e) To Amend By-law 2013-0020 as it Relates to the Establishment of a Planning Committee
(Proposed By-Law No. 2016-0035)
- f) To Confirm All Actions and Proceedings of Council
(Proposed By-Law Number 2016-0036)

24 Adjournment

Motion #: 172-16 Moved By: Councillor Dewey
Seconded By: Councillor McDougall

That the meeting hereby adjourn at 12:31 p.m.

Carried

Frances Smith, Warden

Jannette Amini, Clerk



Presentation to Frontenac County

October 19, 2016



Agenda



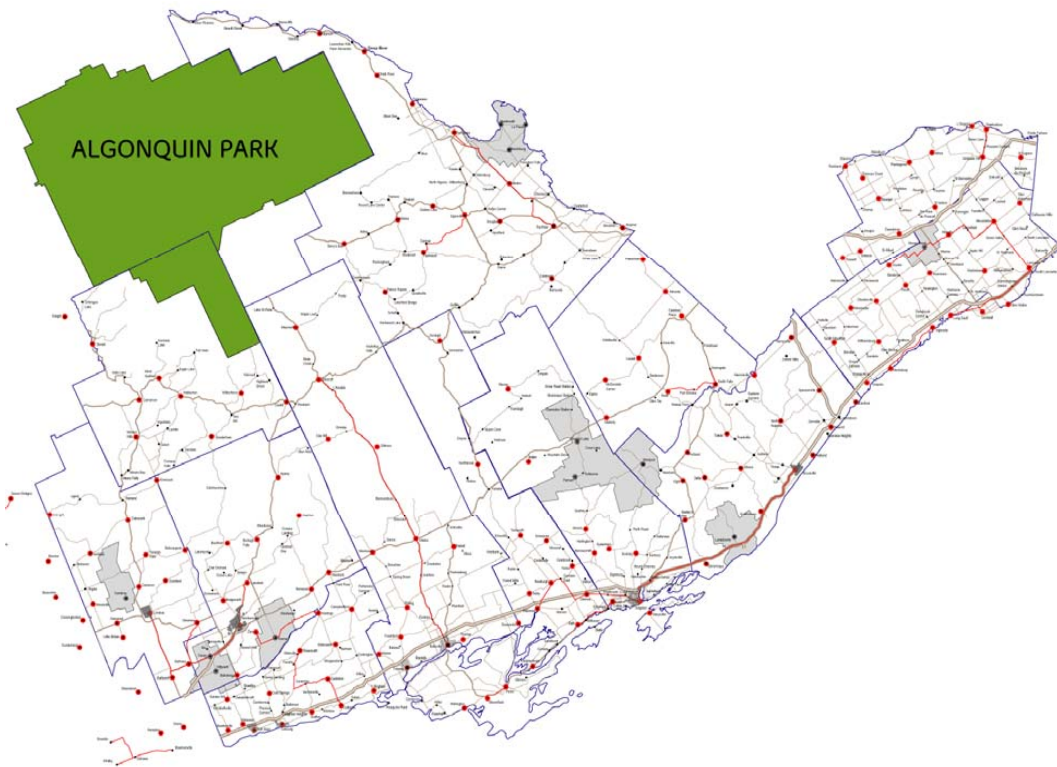
- EORN Project Update
- Improving Mobile Broadband/Cell Project
- Municipal Connectivity Project
- EOWC / EORN Advocacy



EORN – Project Update

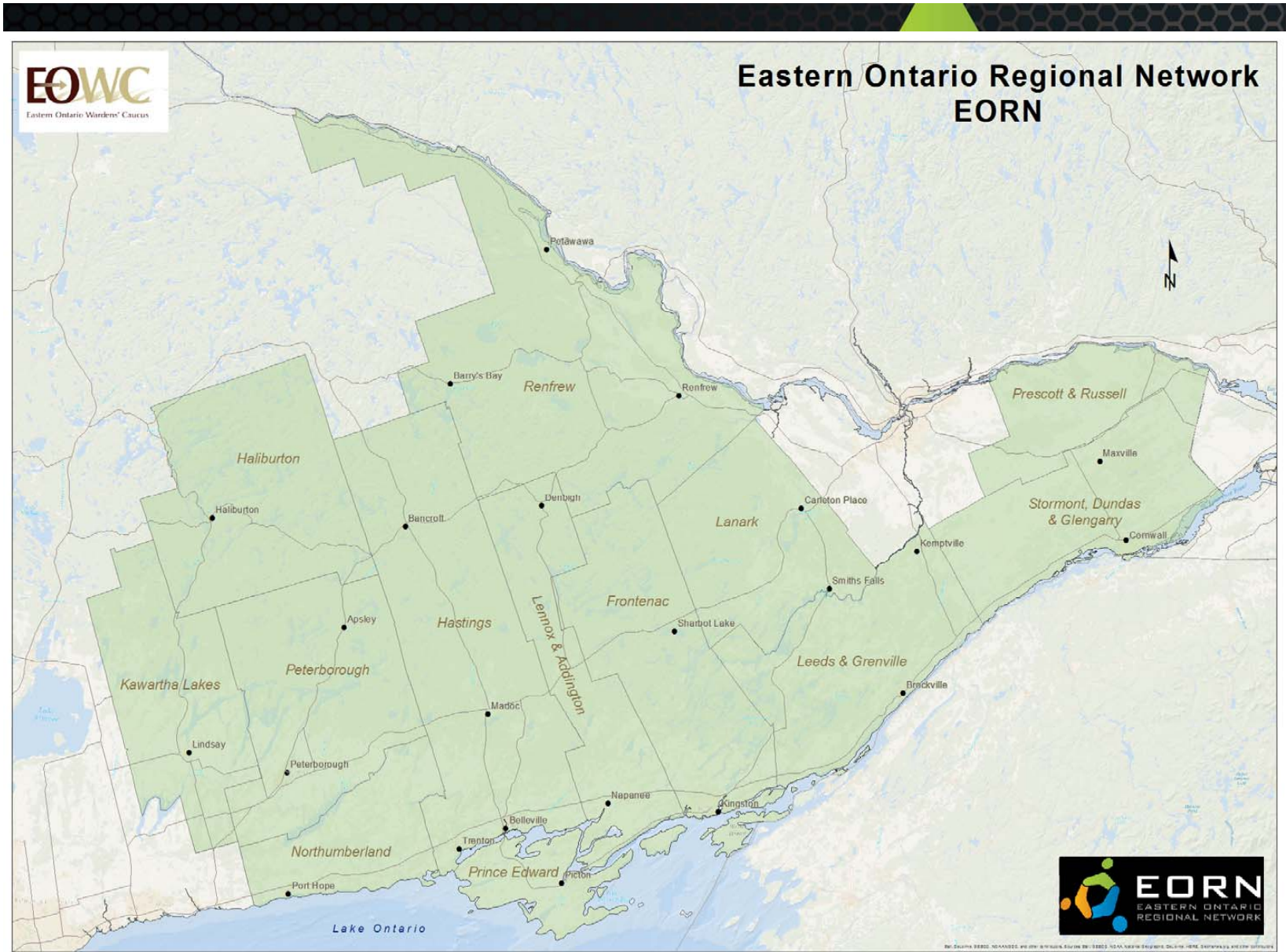


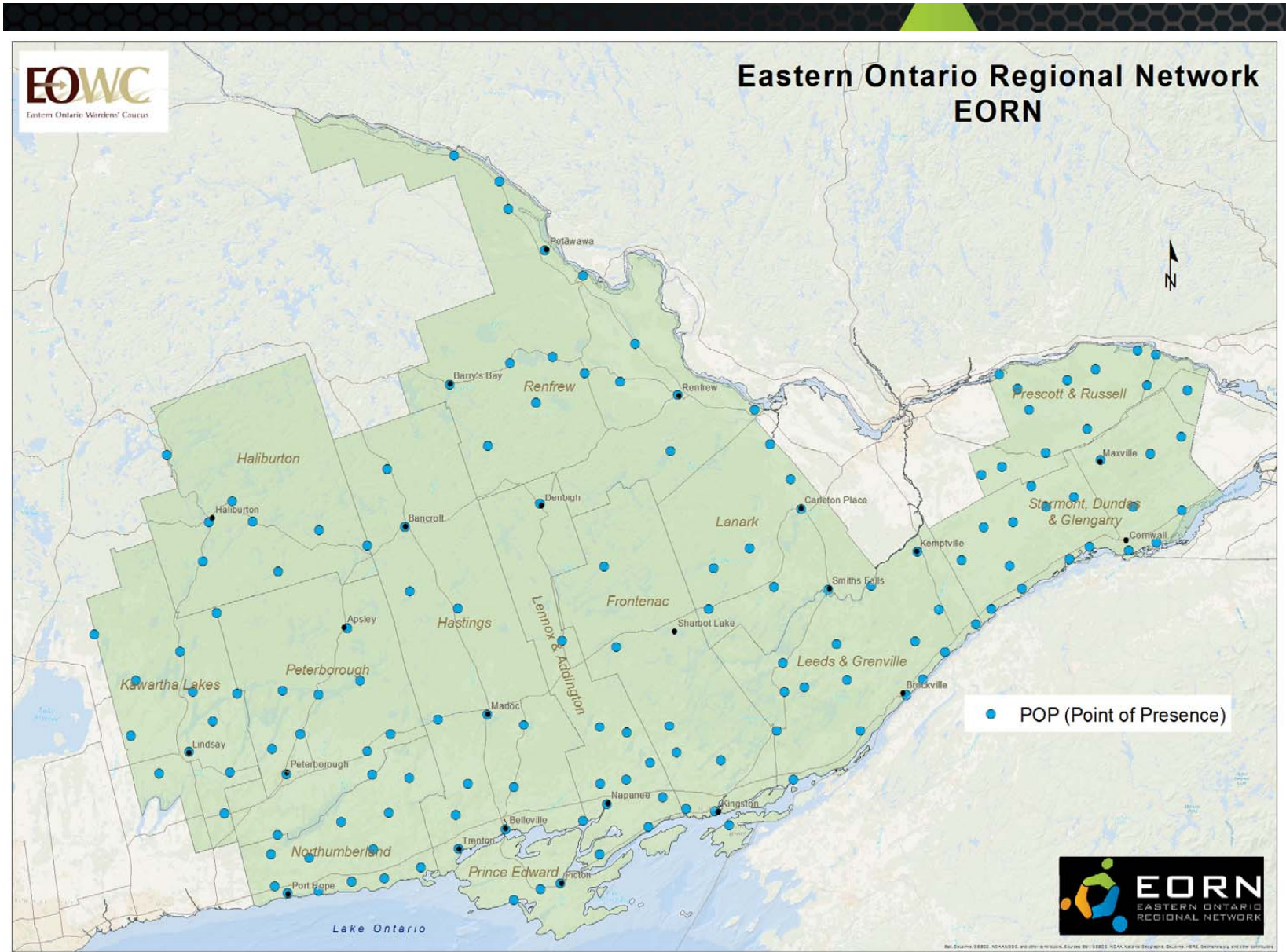
Enhance. Expand. Empower.

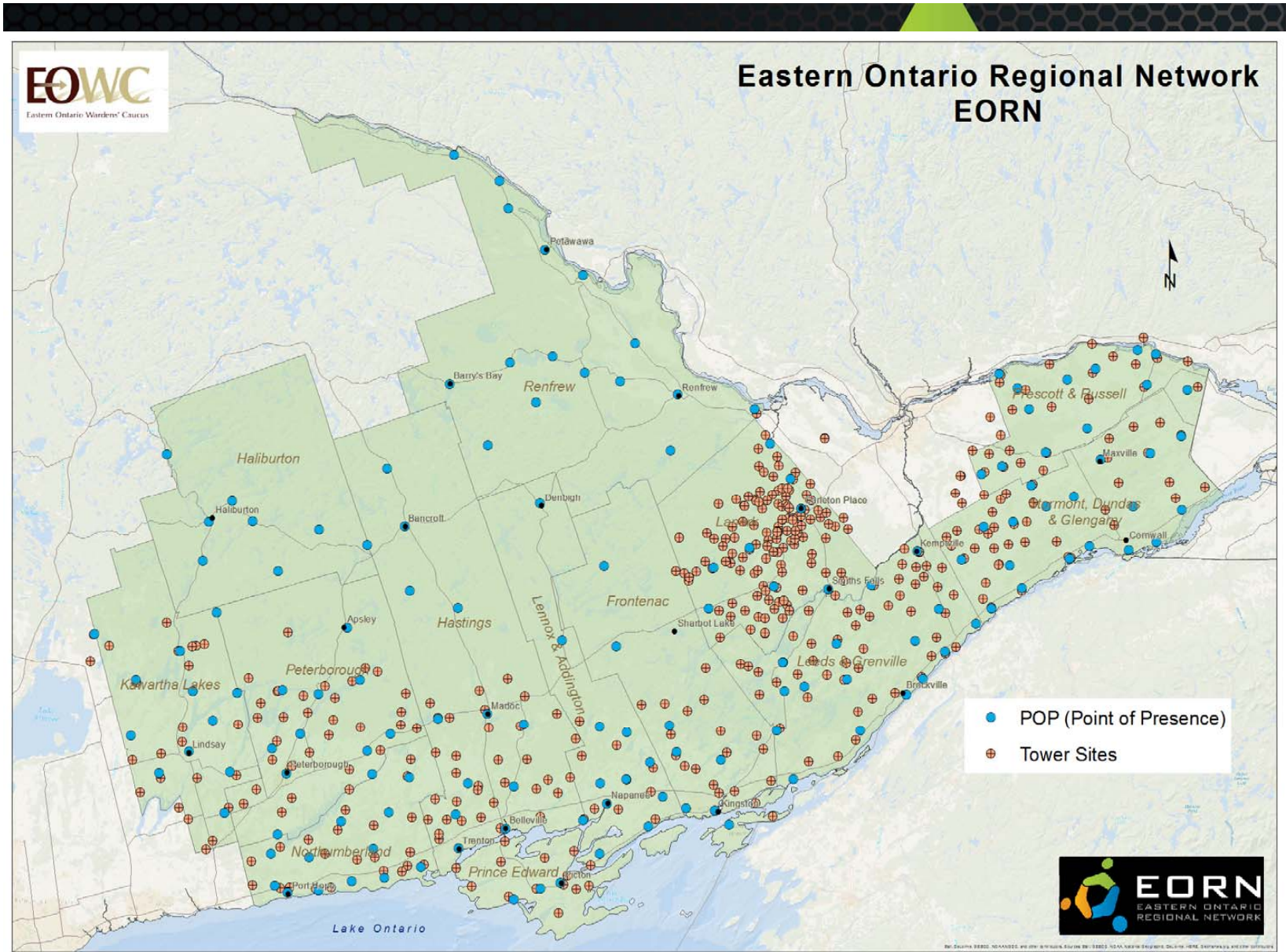


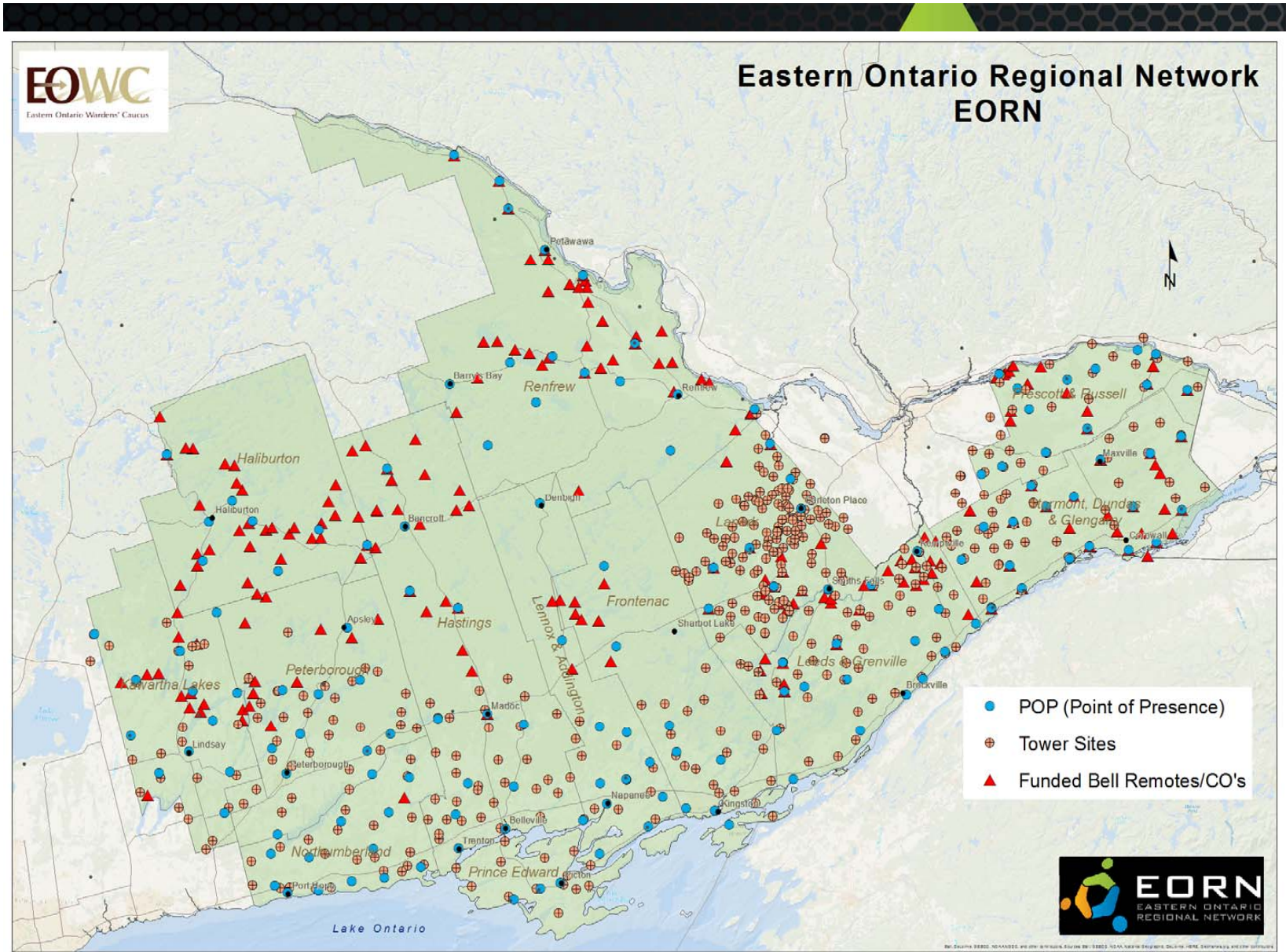
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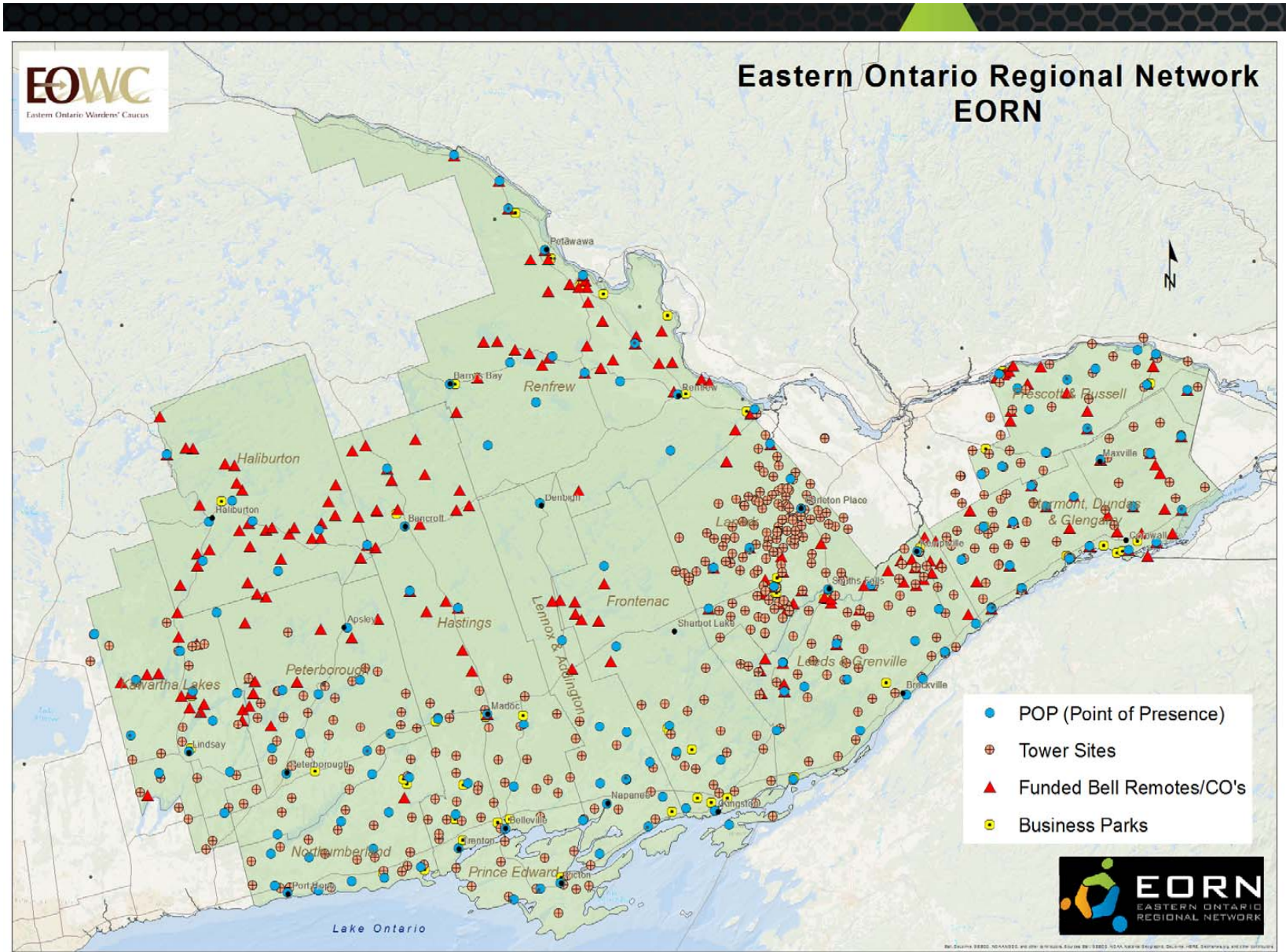
- 50,000 sq km coverage area
- 5,500 km+ of new GigE fiber core
- 160 enhanced Optical Ethernet POPs scalable to 100 Gigs per POP
- Last mile FW, ADSL, Satellite
- 423,000 homes/business with access up to 10Mbps
- 63 fibered business parks
- \$175 million build (\$260 value)
- Connected 4 of 6 First Nations
- Spurring \$90+ m new investments

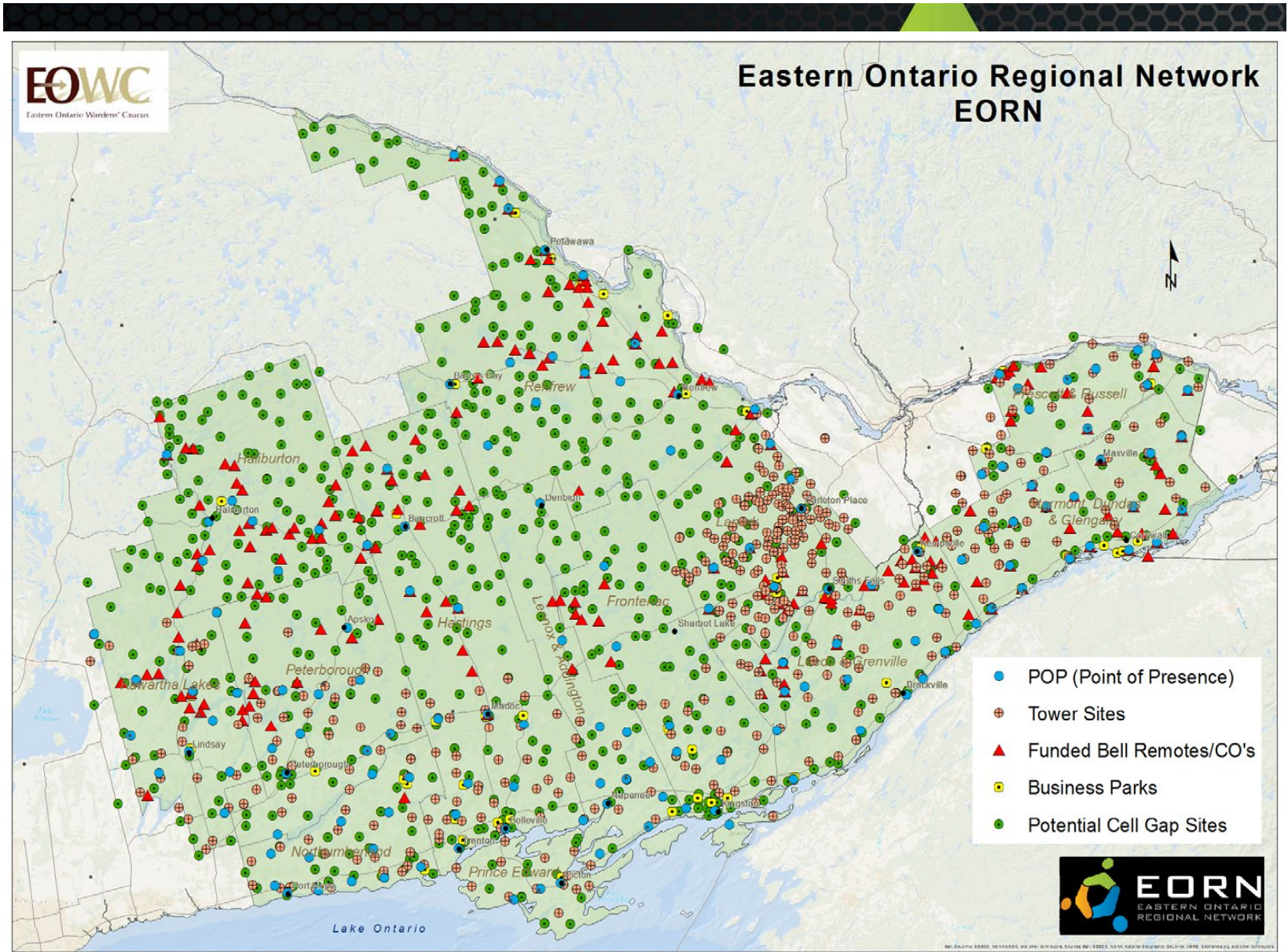


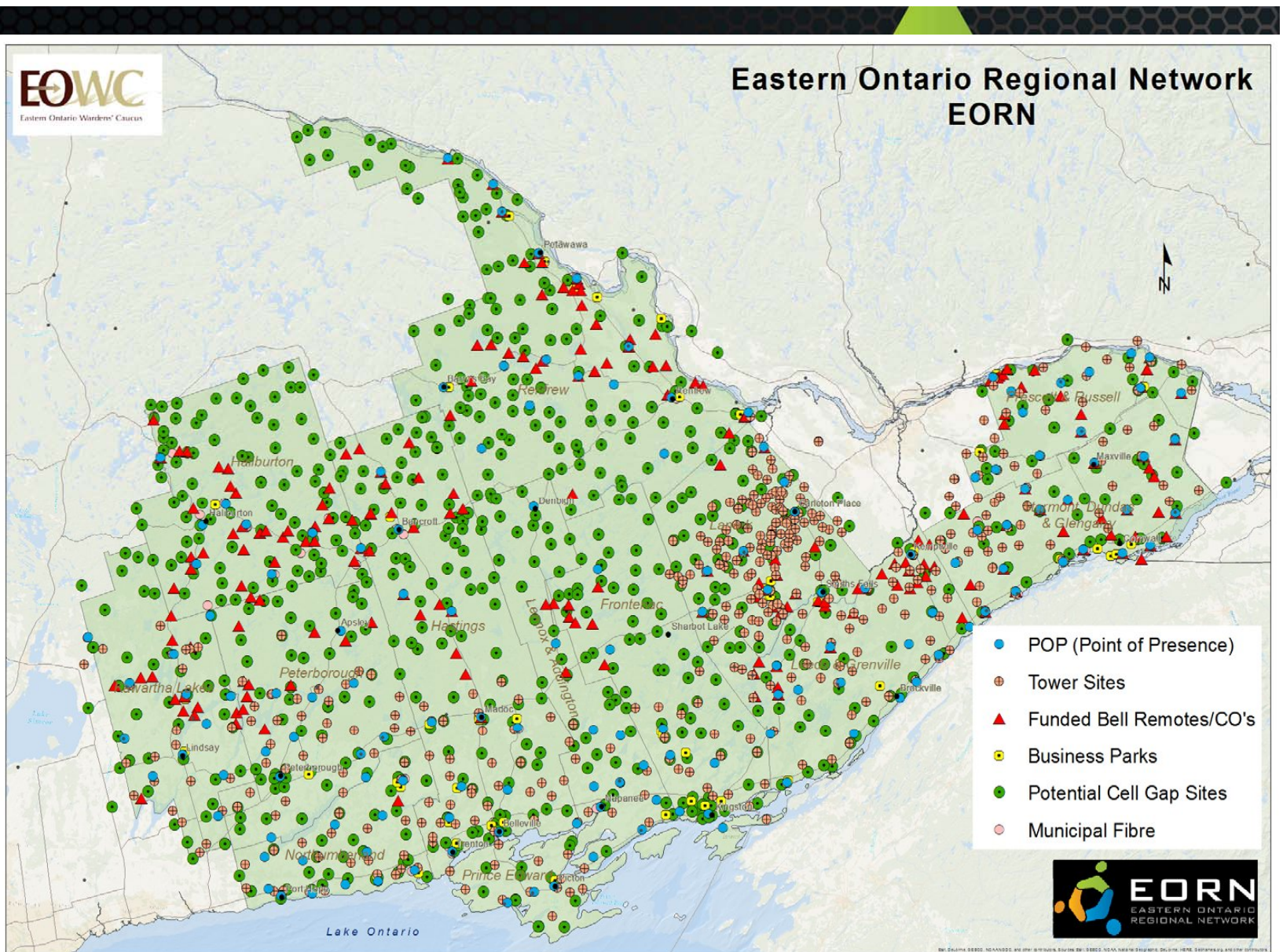












Frontenac County Access Summary



- Bell Aliant & Xplornet were the private sector partners that provided residential coverage in the County
- \$3M invested in Access in the County with \$0.5M invested in Rural Kingston
- \$4.8M invested in fibre backhaul network
- Business park fibre investment
 - \$0.5M in County through Bell in Verona & Sydenham
 - \$0.7M in Kingston through UK in Alcan, Cataraqui & St Lawrence Business Parks



Frontenac County Coverage & Subscriber Uptake

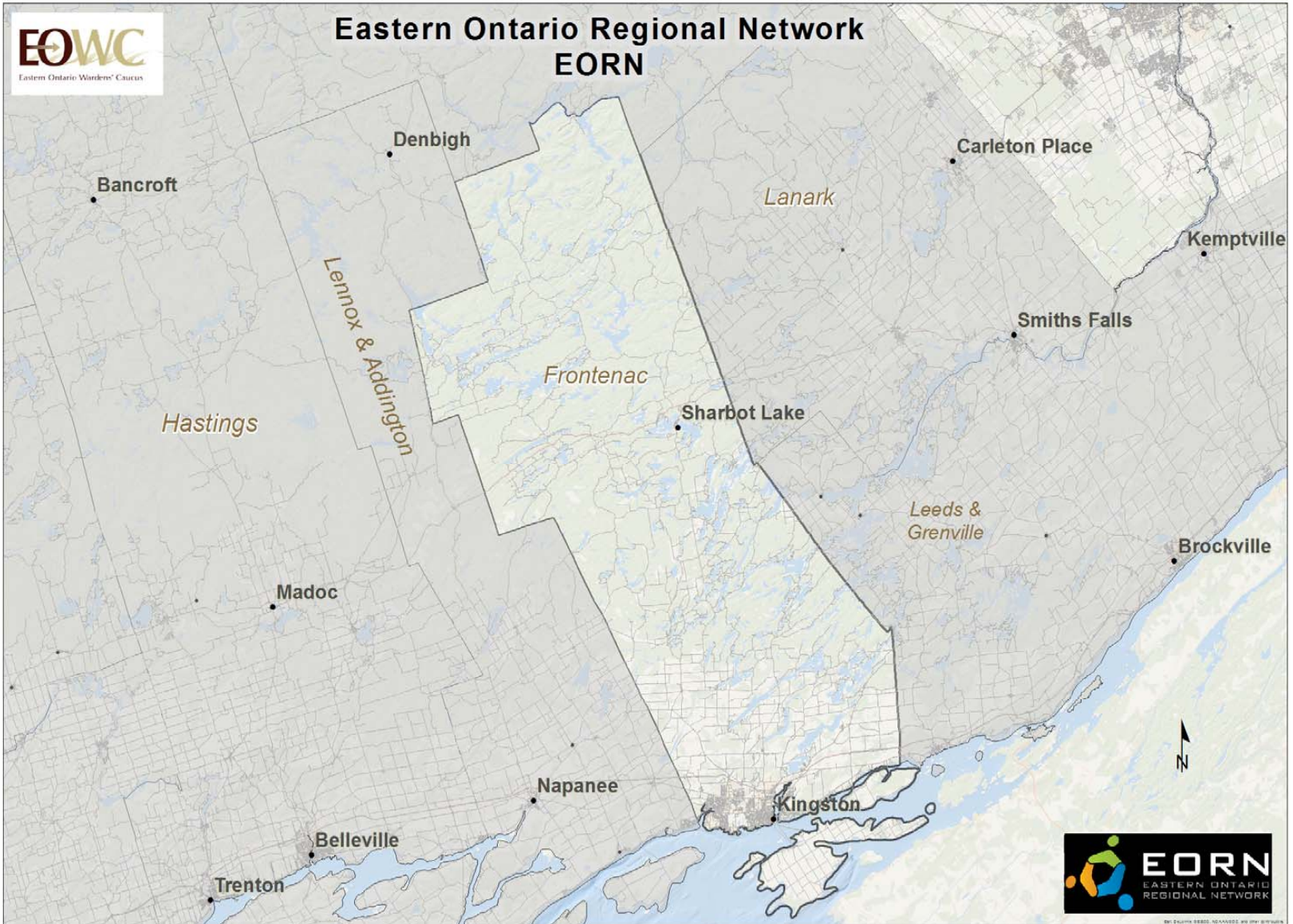
Enhance. Expand. Empower.

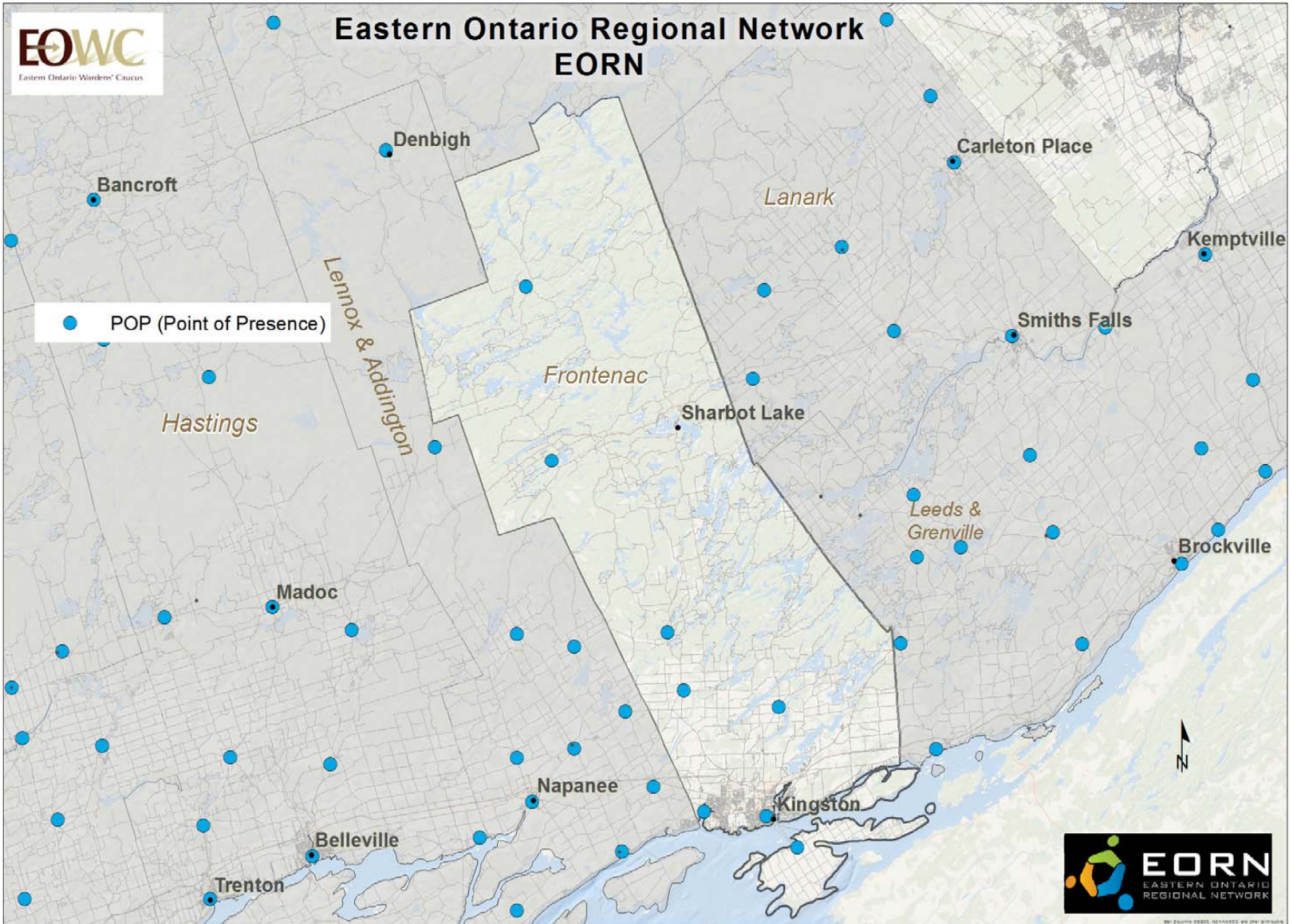
Household Count	Household Covered	Percentage Covered	County Contribution	Investment into County	Return on Investment
17,876	14,549	81.4%	\$539,589	\$8,302,068	15.4 : 1

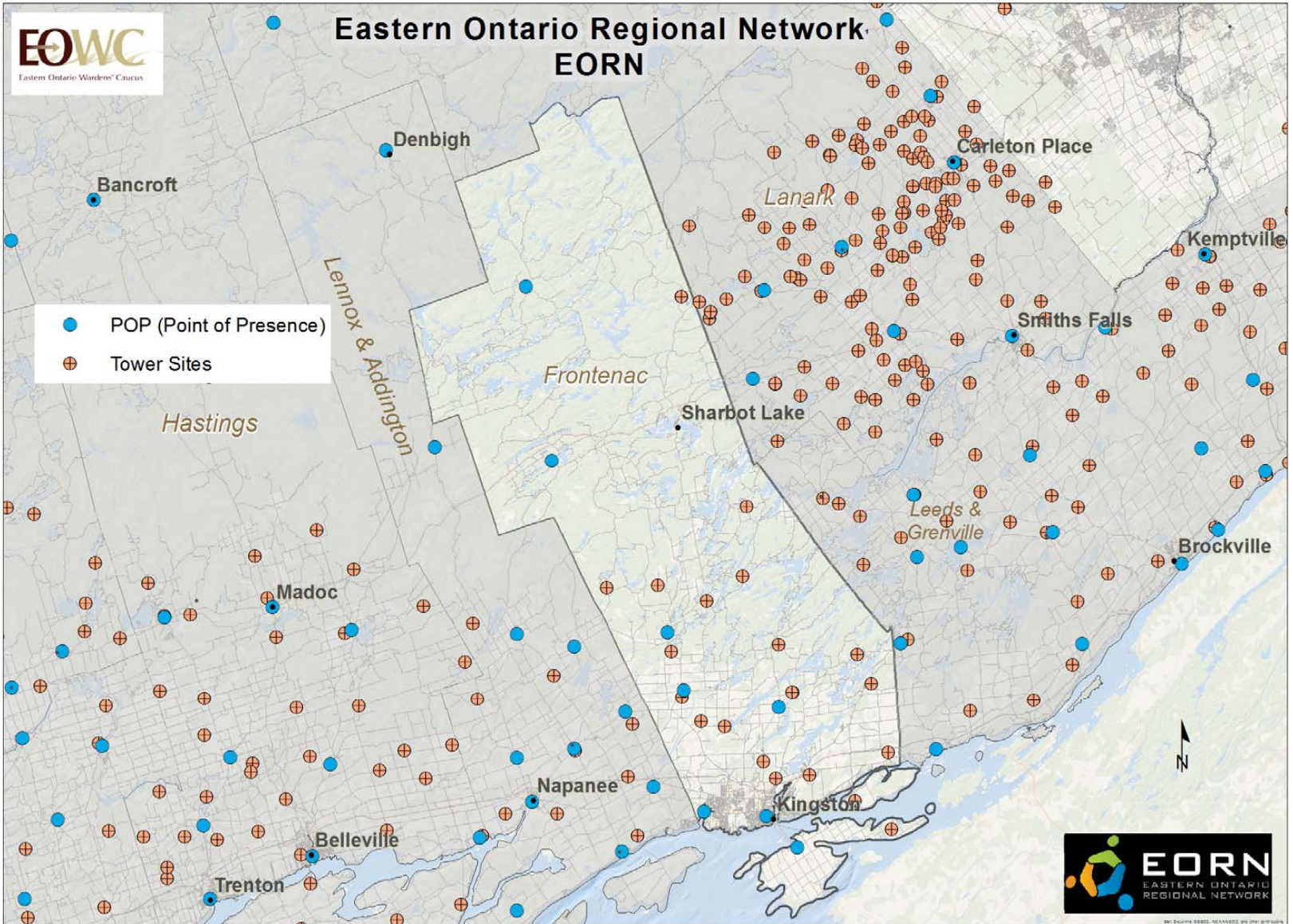
Satellite	1553
Wireless - XCI	1900
Wireless Storm	14
Bell Aliant	2349
Total Subscribers*	5816
% County HH that have Subscribed	32.5%

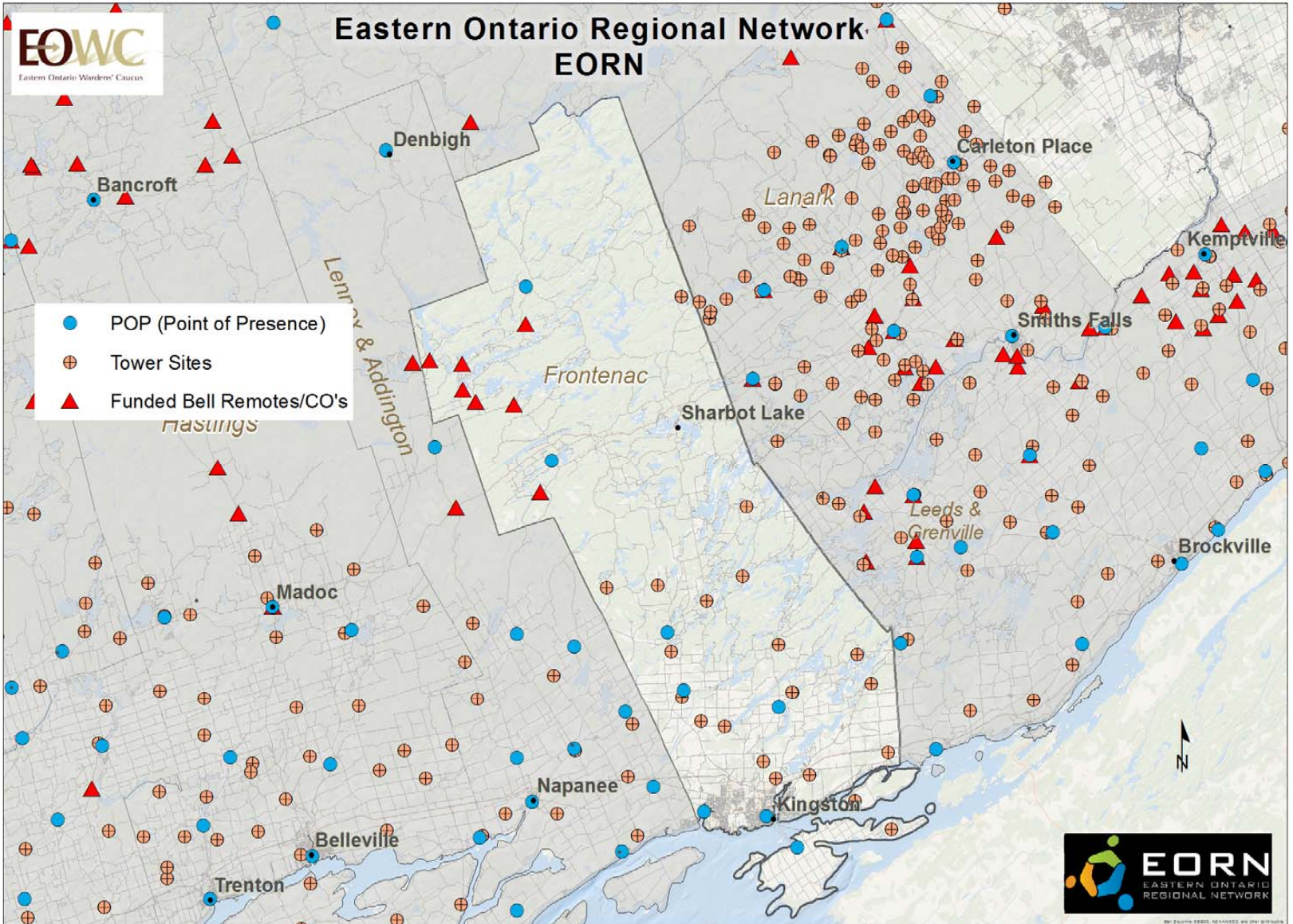
*EORN Funded ISPs including Bell Aliant wholesale

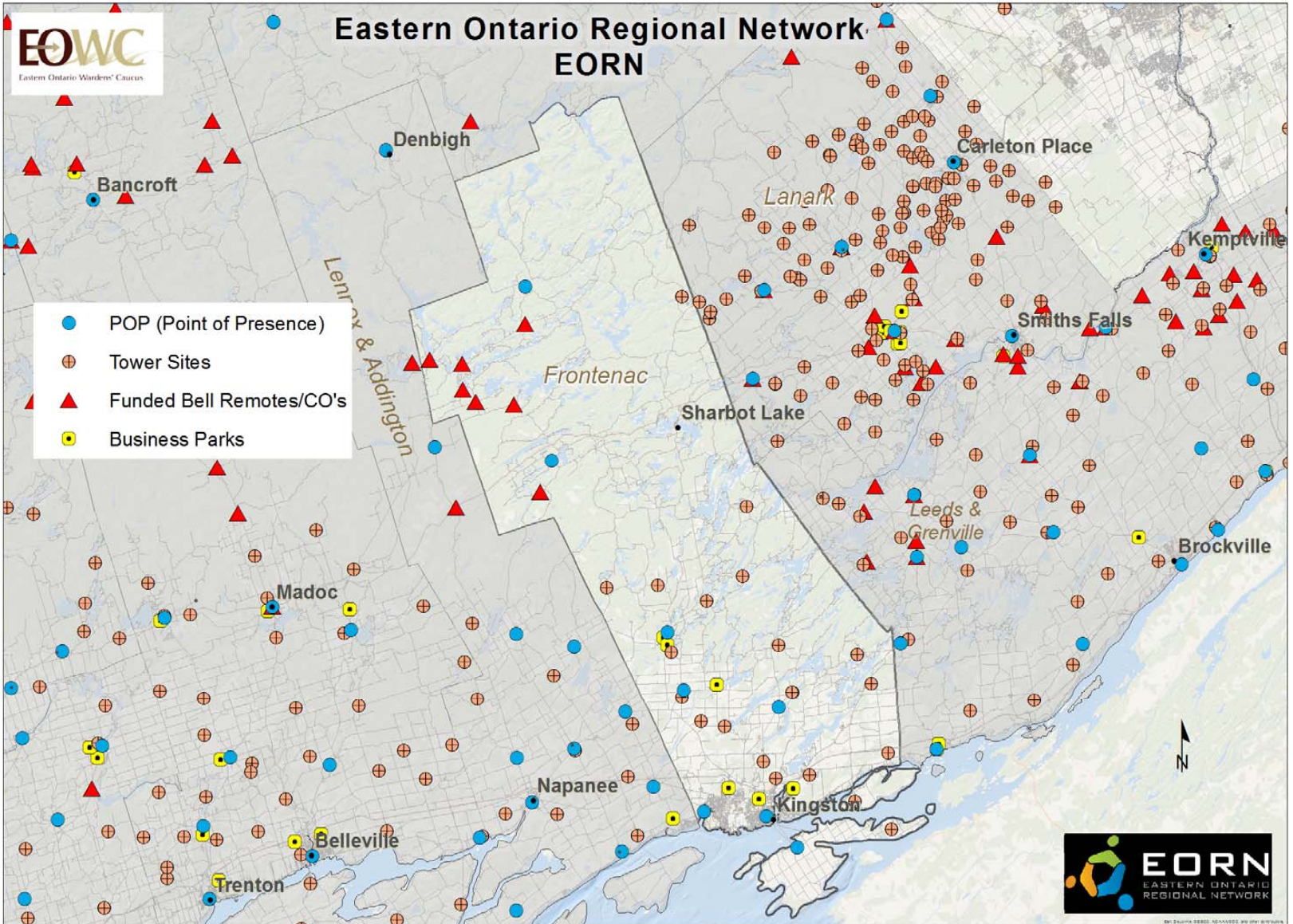


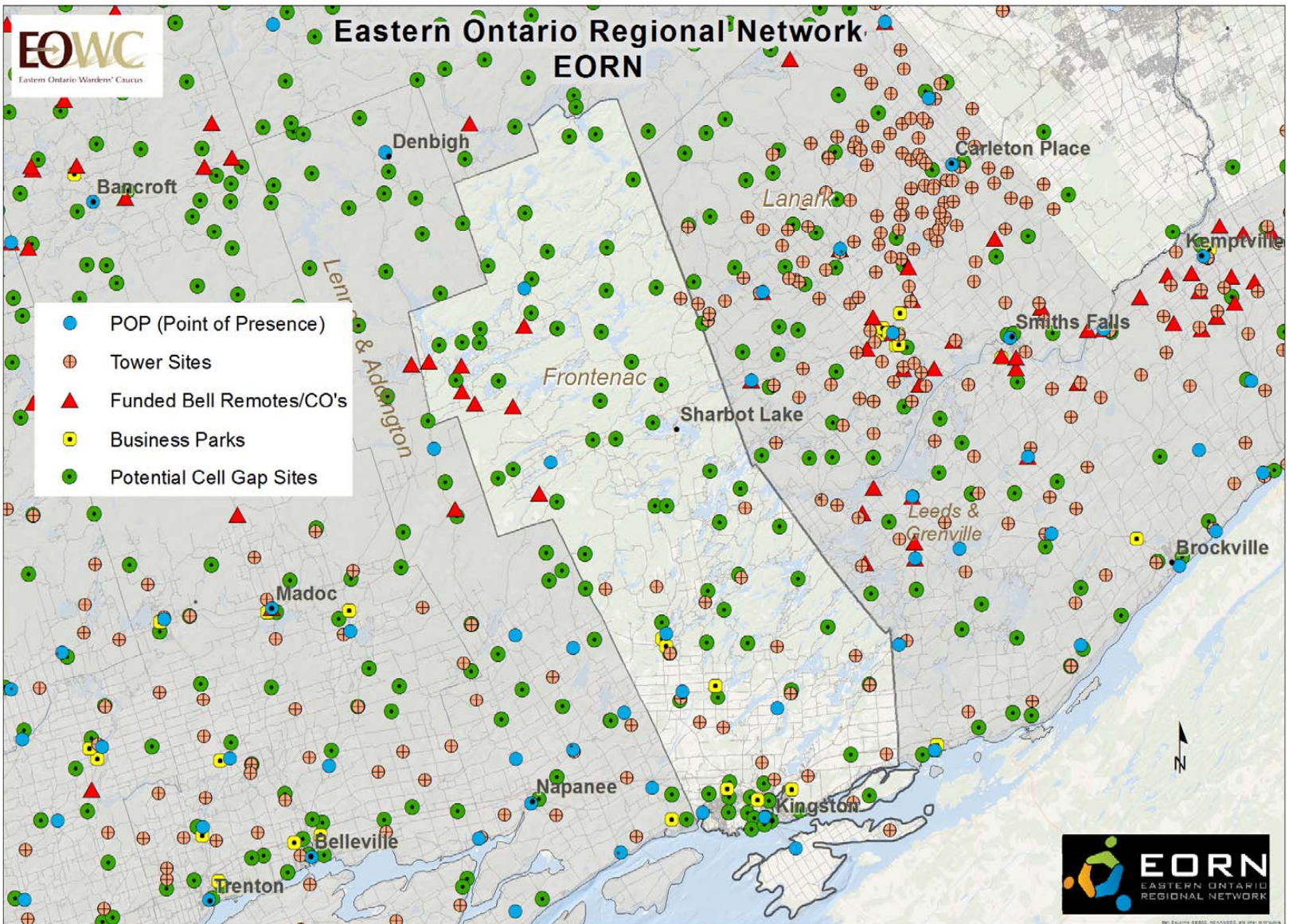


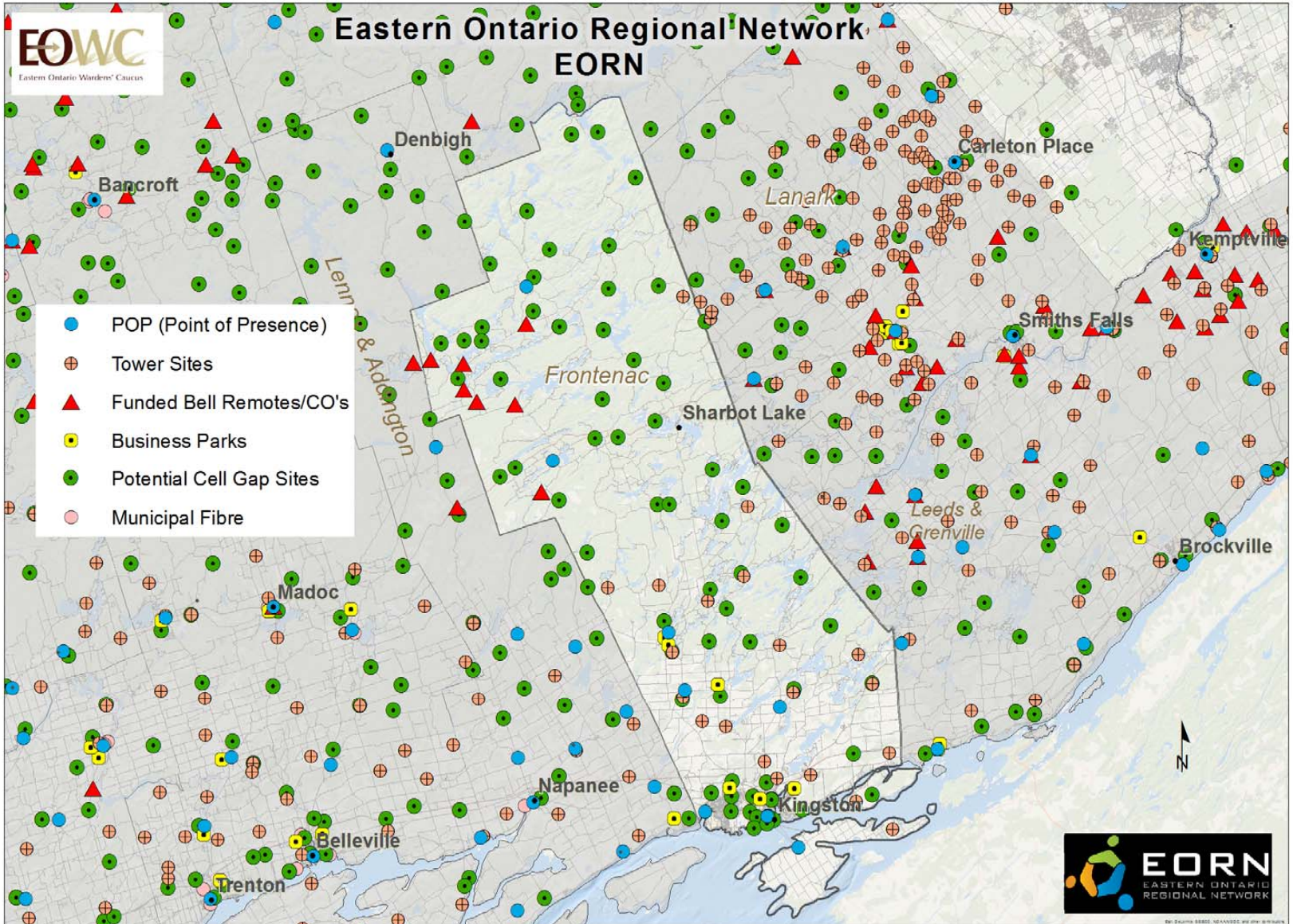












Cell Gap Project



Enhance. Expand. Empower.

Improving Mobile Broadband Services



Why Now?



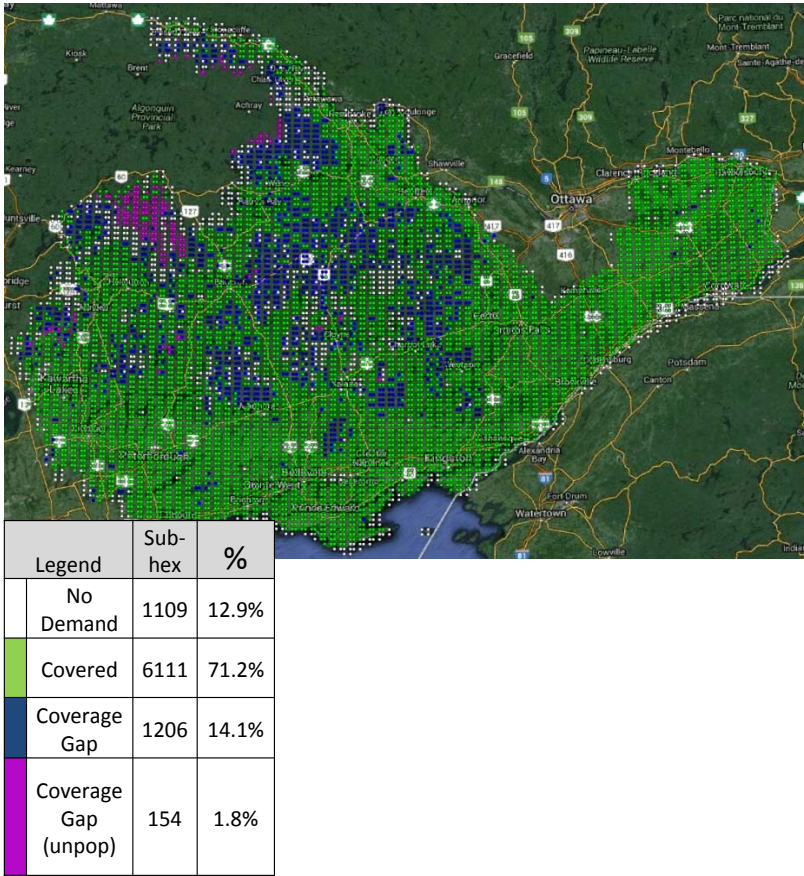
Closing both coverage and capacity gaps essential for:

- Economic development for existing/new businesses
- Public demand for mobile connectivity
- Public services increasingly rely on it (intelligent roadways)
- Public safety (ambulance, police, fire, response to emergencies)
 - Emergency services “interoperability” (talking to each other in emergency situations)
- Making EOWC region known as the one of best “connected” areas of Canada

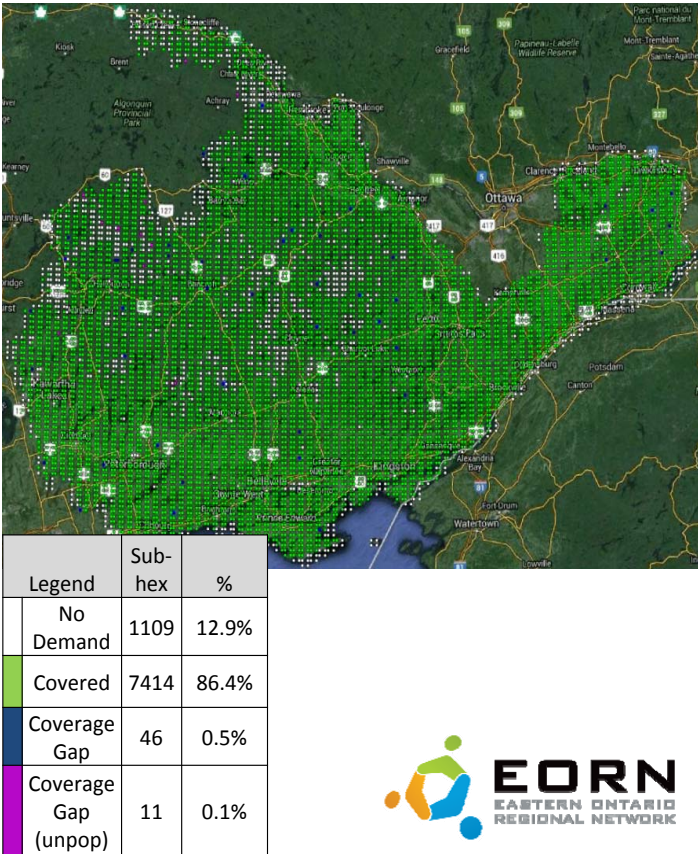
Coverage

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Current Combined Coverage



Post Cell Gap Build Combined Coverage

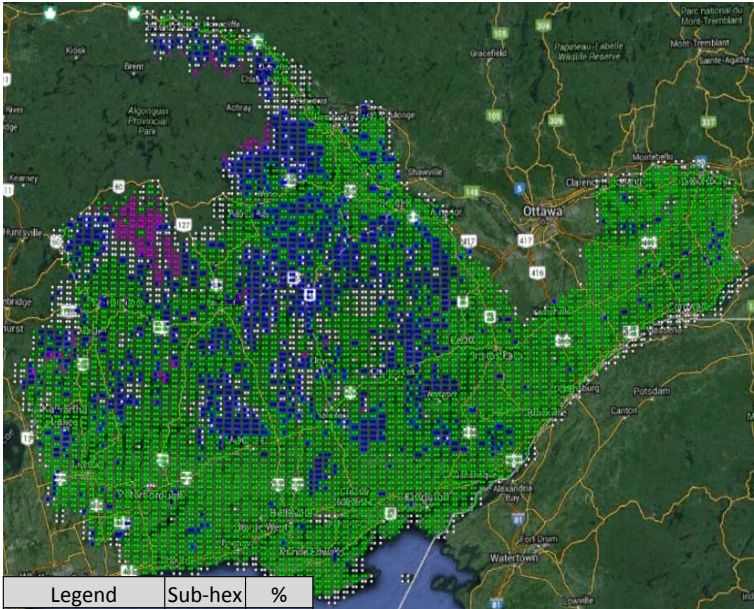


Capacity



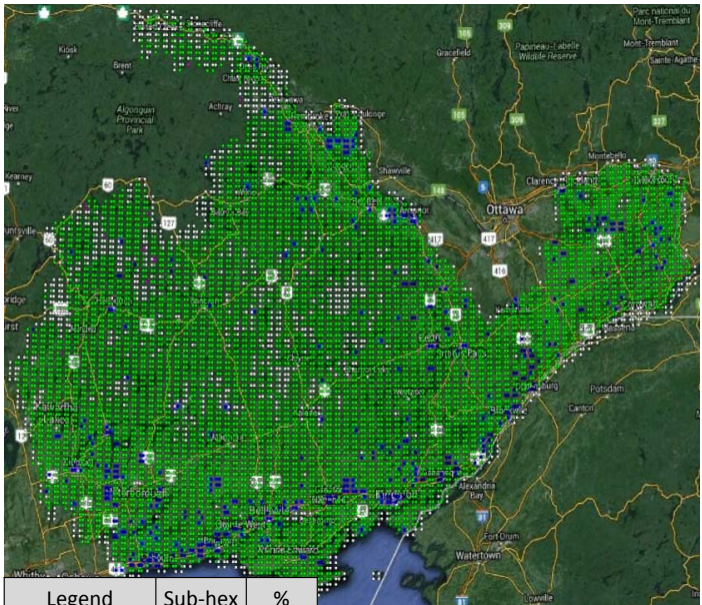
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Current Combined Capacity



Legend	Sub-hex	%
No Demand	1109	12.9%
Adequate Capacity	5894	68.7%
Capacity Gap	1423	16.6%
Capacity Gap (unpop)	154	1.8%

Post Cell Gap Build Combined Capacity

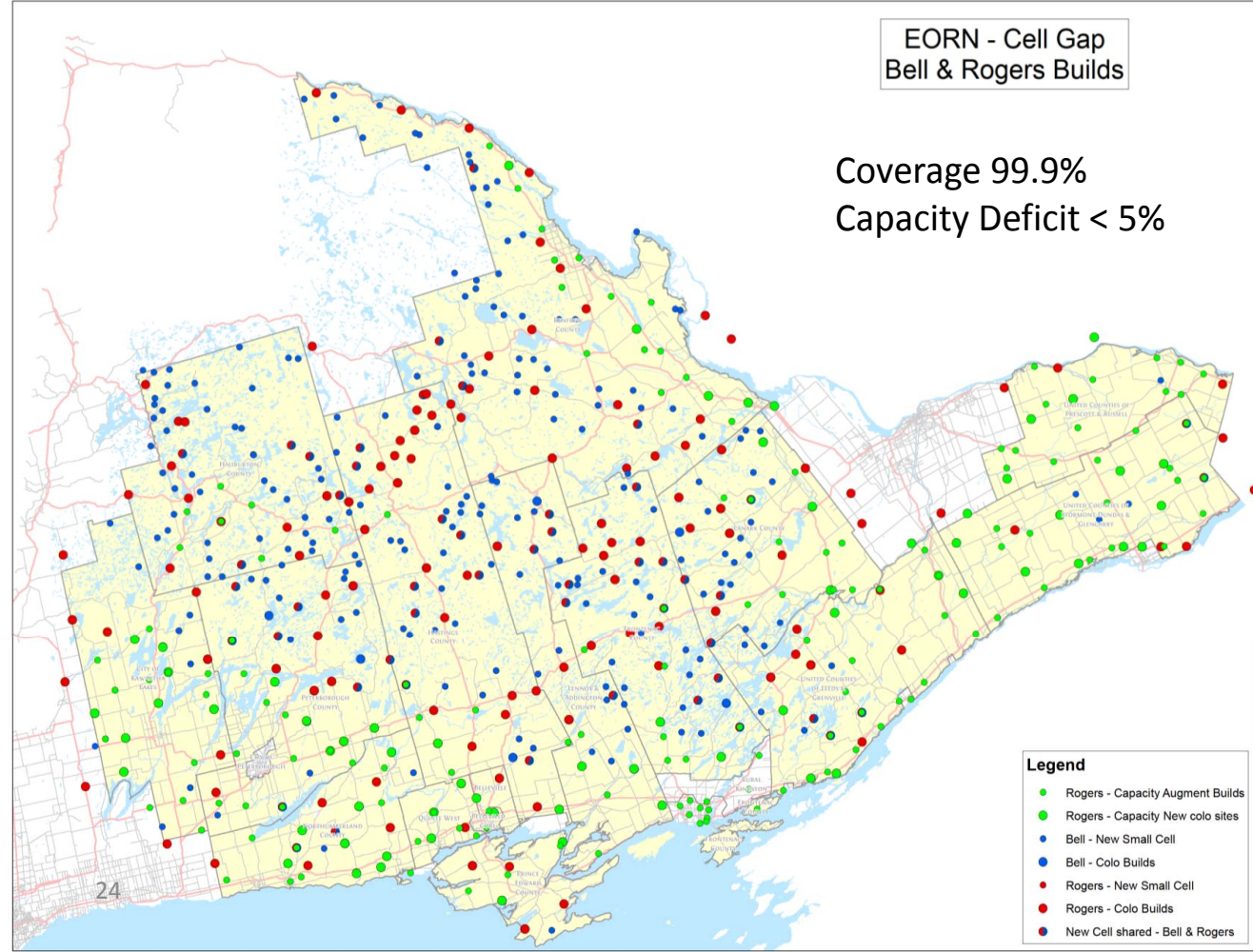


Legend	Sub-hex	%
No Demand	1109	12.9%
Adequate Capacity	7045	82.1%
Capacity Gap	417	4.9%
Capacity Gap (unpop)	9	0.1%



Coverage & Capacity build

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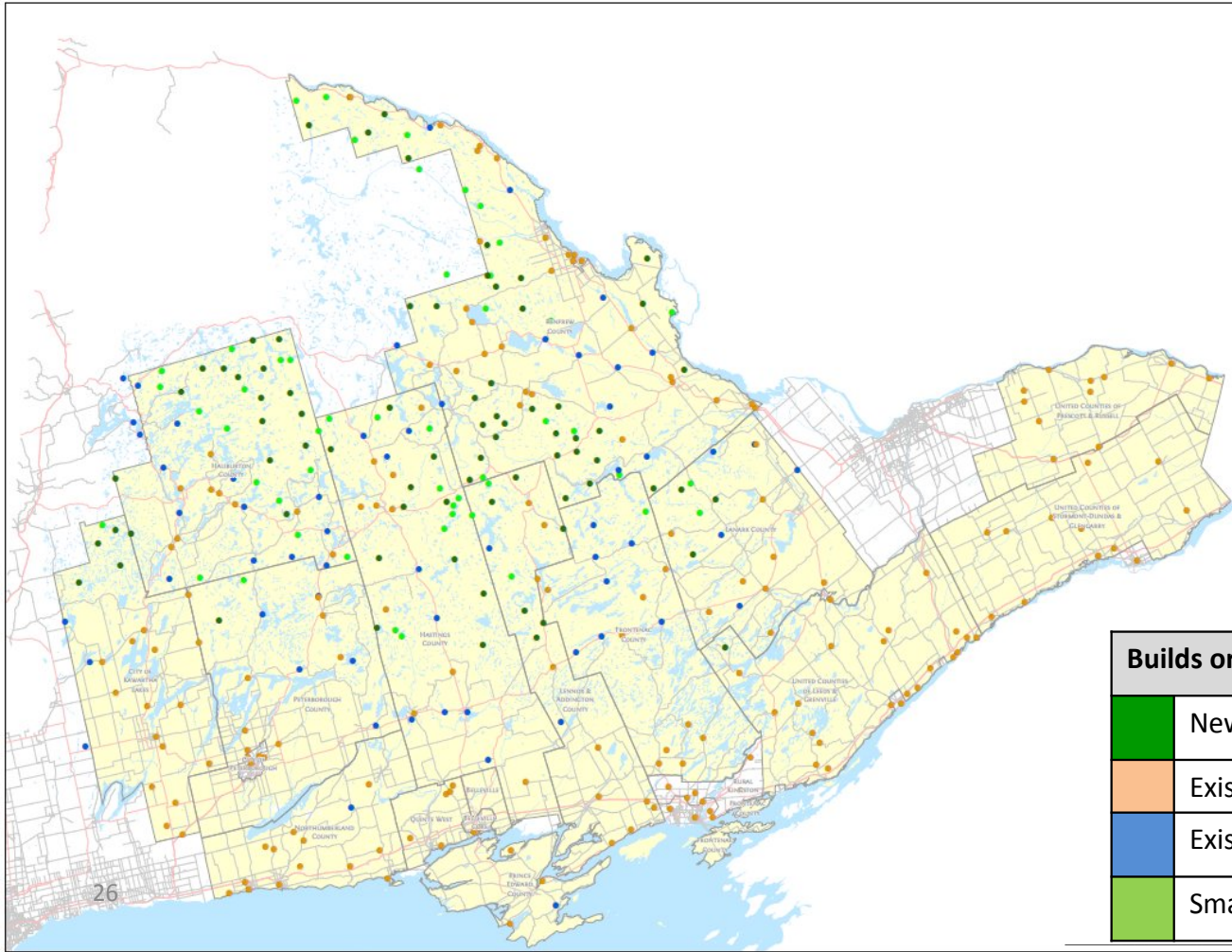




Building a Public Safety Broadcast Network

Public Safety – stand alone

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Builds or Additional Radios		
New Builds		75
Existing PS Colo		181
Existing Cell Colo		61
Small Cells		50

Cost to Combine Initiatives

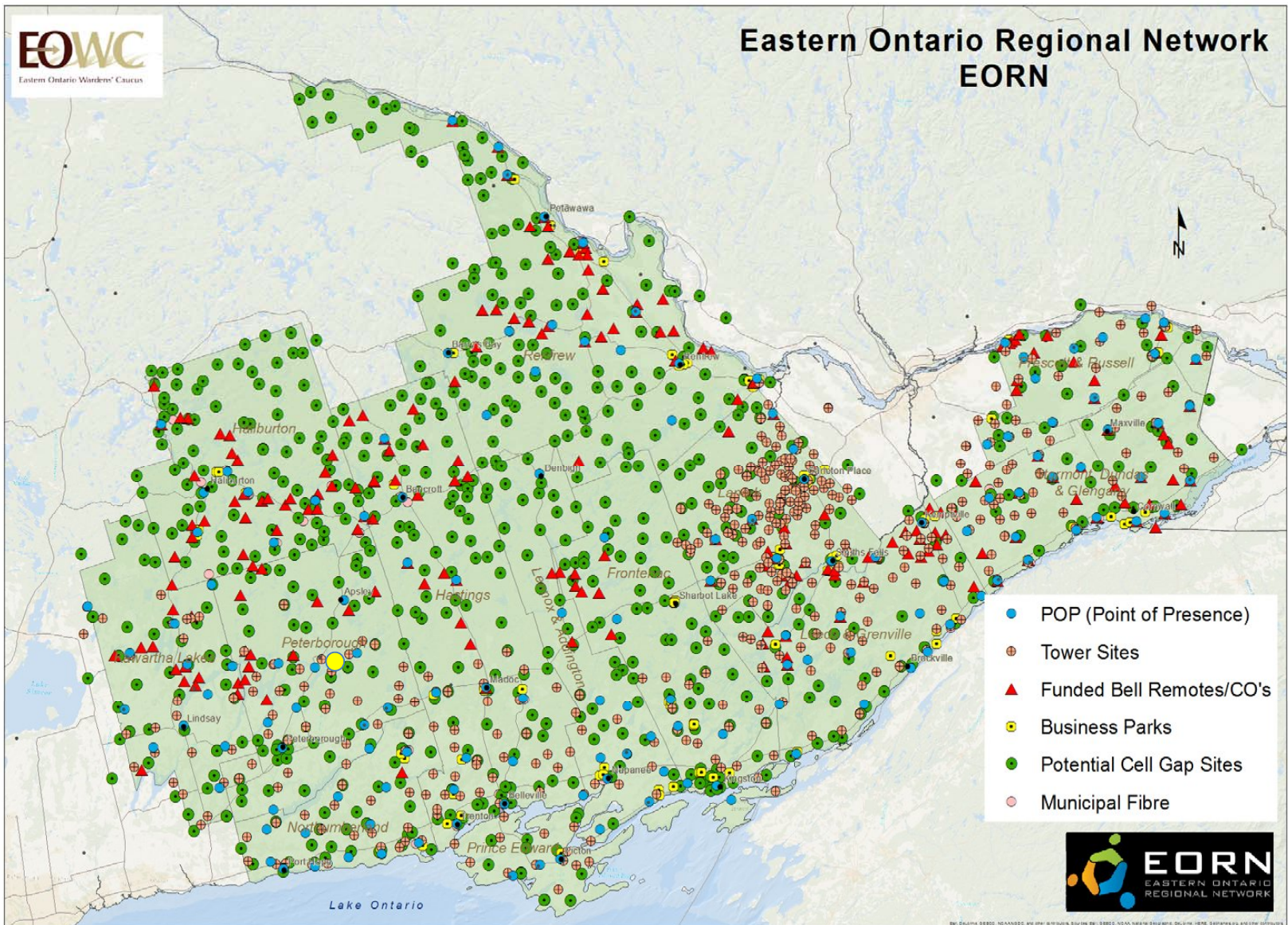


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Scenario	Total Capital	
Commercial Build	\$ 213 M	
Public Safety Build	\$ 114 M	
Separate Build Totals	\$327 M	
Combined Build with Tower Sharing	\$ 280 M	

Combining initiatives offers savings of \$45 M

Timing: Approval 2017



Next Steps



- Business case being completed now with draft anticipated in Fall 2016 and submission to upper levels of government in 2017
- Meet with MPs, MPPs and local governments to inform of gaps facing Eastern Ontario
- Garner support from local government to help push a cell project forward via resolution (copy included)



Municipal Resolution

Enhance. Expand. Empower.



-
- **IMPROVING CELL AND MOBILE BROADBAND SERVICES**
- **IN EASTERN ONTARIO**
-
-
- **WHEREAS** the revitalization of the economy of Eastern Ontario continues to be the primary objective of the Eastern Ontario Wardens' Caucus (EOWC);
-
- **AND WHEREAS** the Eastern Ontario Wardens' Caucus Inc. in its *Economic Development Strategy for Eastern Ontario* has identified the necessity of improving mobile broadband and cellular networks as critical to propelling innovation and economic growth in all sectors of the regional economy including manufacturing, agriculture, and transportation services;
-
- **AND WHEREAS** the Eastern Ontario Wardens' Caucus and the Eastern Ontario Regional Network (EORN) have undertaken a detailed and comprehensive engineering analysis of the gaps in cellular coverage and capacity across the region;
-
- **AND WHEREAS** that analysis demonstrates the existence of significant gaps in both coverage and capacity that is impacting public safety, economic growth and the quality of life for residents
-
- **AND WHEREAS** EORN, on behalf of the EOWC, is preparing a full business case to support improvement and expansion of cellular networks and mobile broadband services across Eastern Ontario;
-
- **AND WHEREAS** the Eastern Ontario Wardens' Caucus has proven itself capable of designing, building and delivering a major telecommunications project on behalf of the businesses and citizens of Eastern Ontario, Ontario and Canada:
-
- **NOW THEREFORE** be it resolved that ___(name of municipality)___ hereby strongly supports and endorses the development of a full business case proposal entitled *The Eastern Ontario Regional Cellular Mobile Broadband Project* as a major regional economic development priority;
-
- **AND FURTHER THAT** ___(name of municipality)___ requests that both MP ___(name of Federal MP)___ and MPP ___(name of Provincial MPP)___ work closely with the EOWC and EORN on this essential infrastructure project.
-



Municipal Connectivity Project 2016



- Acting on behalf of all EOWC member municipalities EORN issued RFP for better broadband services with focus on Fibre
- Master Business Internet Agreements (MBIA) entered into with Bell and Nexicom
- EORN MBIA creates ***significant price reductions*** for 100Mbps/100Mbps fibre services as well as reduced rates for DSL
- Municipalities decide if they wish to enter into contracts directly



Municipal Connectivity Project 2016

Enhance. Expand. Empower.

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Municipal Connectivity Project Status

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Across region

- 63 municipal sites connected or under construction
- 99 DSL sites with reduced costs and improved services

Frontenac

- not participating to date

Regional Savings - \$178,000+ (to date)
(reduced lease costs & other efficiencies)

Ongoing Project - eligible sites can be added for the next 10 years

Connecting Canadians Program

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- New Federal broadband program
- \$500 m over 5 years
- Primary objective ---- Fibre to Nodes (rural & remote)
- Many identified fibre sites through RFP have significant capital expenditure requirements
- EORN is working on a regional application



E-Tool Kits



Enhance. Expand. Empower.

- Municipal applications
 - Public wifi white paper
- Businesses
 - Cloud computing
 - Web development



**Municipal Public Wi-Fi
A Sound Investment?
April 2016**

For Additional Information, Please Contact:
Lisa Severson
Communications & Stakeholder Relations Officer
Eastern Ontario Regional Network
Phone: 613-925-7010
Email: info@eorn.ca
www.eorn.ca



Connecting to Jobs



Enhance. Expand. Empower.



What is Magnet?

Magnet is a collaborative network powered by a job-matching technology that quickly and accurately connects job seekers to employers based on skills and preferences.



Get started by building your profile today at eorn.magnet.today

How do businesses benefit from Magnet?



Free to use for employers in **Eastern Ontario**



Developed talent funnel of prospective employees



Quality recruiting for your highly-specific needs



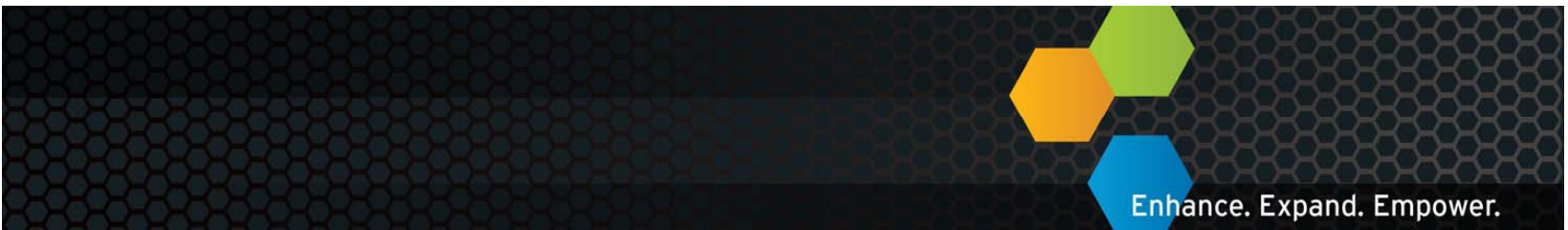
Private and secure hiring



Pre-qualified candidates at your fingertips, 24/7



Advanced multimedia to promote your position, company or region



EOWC Advocacy



Our Work –so far!



Land ambulance *Business education taxes* Waste Management **Crown lands** EODF Social Services Upload **AMO** *Provincial Gas Tax* Green Energy Act **Federal Gas Tax** FCM Transportation *Joint and Several Liability* **CRF** Waste Reduction Act Job Creation **Algonquin Land Claim** **Infrastructure** *Tourism* EODP Regional Economic Development Fiscal Capacity Service Delivery Review **Forestry** *Labour Market Partnership Agreements* Manufacturing Regional Branding Local Food **Long Term Care** POA Asset Management Plans **Demographic Analysis** *Cross Border Ambulance Billing* Tools for Municipal Finance **Places to Grow Planning** Social Housing **Municipal Reporting Requirements** *Payments in Lieu* Commercialization Services Environmental Regulation Downloaded Highways *Agriculture* **Rural Broadband** Home Renovation Tax Credits *Policing Costs* **Energy Availability, Pricing**

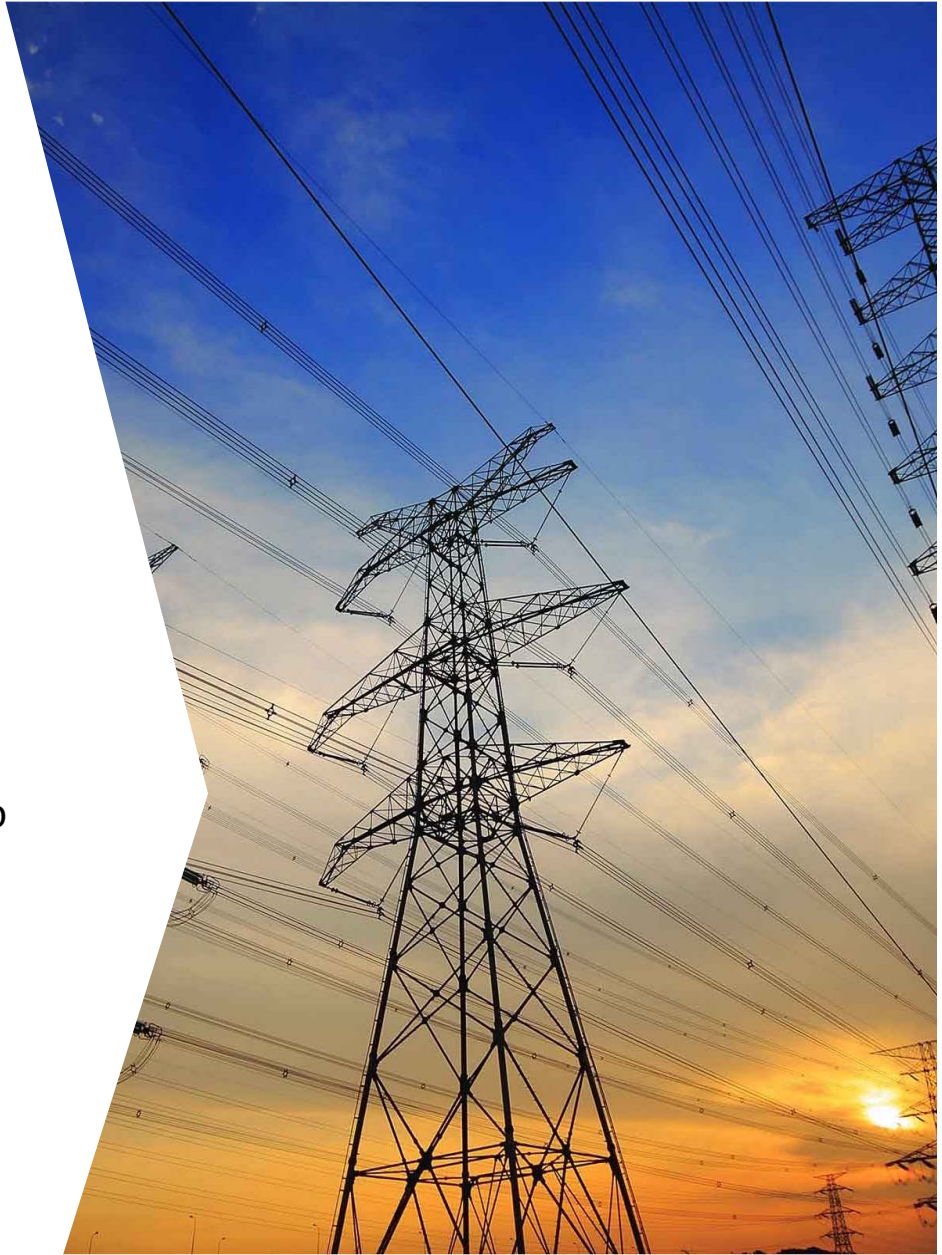




- The EOWC's advocacy work has been executed through position papers, financial analyses and mapping, forecasts, meetings, presentations and service on provincial boards and committees.
- The EOWC is currently hard at work on regional economic development, encouraging adoption of rural broadband, transportation infrastructure and many other regional issues.

Ontario's Long-Term Energy Plan

Submission to Province of Ontario
August, 2016



Rural Natural Gas Expansion

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- Urgent need for the expansion of natural gas to rural parts of Eastern Ontario
- Low cost will serve as a catalyst for growth and development
- The EOWC encourages the province to make the necessary infrastructure investments required for the expansion of transmission systems



Rising Energy Costs

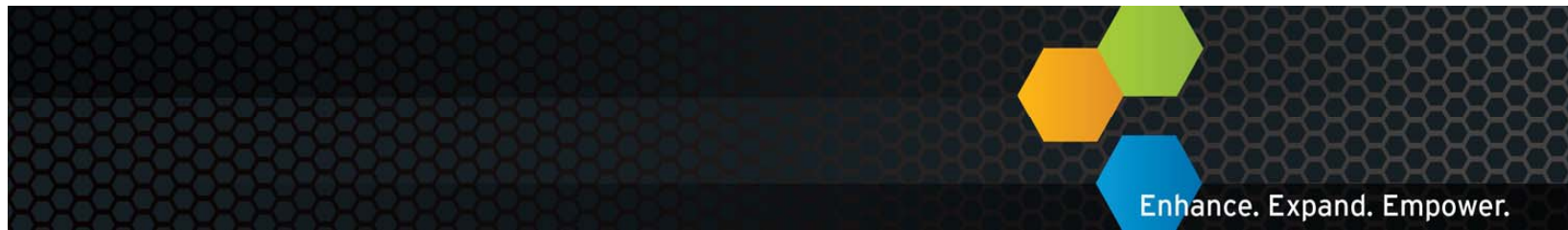


Enhance. Expand. Empower.

Households:

- Higher rural delivery fees
- Propelling rural residents into “Energy poverty”
- The EOWC urges the Ontario government to find more affordable energy solutions





A Decade of Intense Advocacy For Eastern Ontario

Total Number of Recommendations for Action:

- Formulated over past decade: **147**
- On which EOWC took action in whole or in part: **100**
- For which EOWC conducted preparatory work (research, policy development etc.): **30**
- On which success was achieved in whole or in part: **38...** so far

EOWC's advocacy has generated positive results exceeding **\$1.3 Billion**



EORN Advocacy



- Define high speed as basic service
- Include mobile broadband as basic service
- Mandate national standards for minimum service levels
- Develop sustainable industry funded cross-subsidy system for ongoing infrastructure investments





Questions?





FEDERATION
OF CANADIAN
MUNICIPALITIES

FÉDÉRATION
CANADIENNE DES
MUNICIPALITÉS

County of Frontenac Presentation

Sharbot Lake, Ontario

Federation of Canadian Municipalities

Presentation by:

Richard Allen

Councillor, City of Kingston

Board Member, FCM

October 19th, 2016

Agenda

1. FCM's Rural Approach
2. FCM Priority 2016-2017:
Federal Government Phase 2 Infrastructure
3. National Housing Strategy
4. Supporting Rural Canaa
5. 2017 Conference Rural Stream
6. Canada 150 Community Leaders



Rural Approach

Increase the predictability and streamline the approval process of federal investments in municipal infrastructure, taking into consideration the perspective of rural communities.

Protect federal investments in rural affordable housing solutions, including sustaining existing social housing units and introducing incentives to increase rental housing options.

Ensure that rural communities have equal access to high speed Internet to support economic development and help motivate young people to stay in their home communities.

Develop a plan to ensure that rural communities have the capacity to cope with extreme weather and climate change, while protecting the environment and providing clean water.



Phase 2 Infrastructure

- Build on the **Small Communities Fund** to focus on core needs that may not be addressed in the Transit, Green, social streams
- Advocacy to Federal Government for Phase 2 funding:
 - A new \$1-billion rural infrastructure fund to provide additional targeted funding for rural priorities not fully addressed through the transit, social and green components of the government's Phase 2 investment plan
 - Allocation-based funding mechanisms for Phase 2 infrastructure programs in order to provide predictability to local governments of all sizes; and
 - A rural lens applied to the eligibility criteria for Phase 2 infrastructure programs.



National Housing Strategy

- Recommend specific “Carve-Out” of federal infrastructure funding for the purpose of a National Housing Strategy, to serve the variety of housing needs across Canada.
- Met with Jean Yves Duclos, Minister of Children, Families and Social Development at September board meeting, with positive results.



Green Municipal Fund

- In 2015-2016 GMF approved \$58 million in grants and loans
- Not just a funding program, but a network for best practices in sustainability investments, advice in asset management and support through additional tools and resources.
- Triple Bottom Line – Economic, Environmental and Social Benefits.
- the Government of Canada has recently committed an additional \$125 million to GMF's original endowment, \$75 million to support the development of resilient and low-carbon municipalities, and \$50 million to help municipalities adopt asset management — a more sustainable, holistic approach to infrastructure planning and development.



Supporting Rural Canada

- **Rural Canada Drives National Prosperity**
Rural communities make significant contributions to Canada's economic growth. Rural areas supply food, water and energy for rapidly growing urban centres and sustain industries that contribute to Canada's economic prosperity. Rural communities also provide important recreational opportunities for urban Canadians and for foreign visitors.
- **Building Community Capacity**
Programs that succeed in urban communities will not necessarily work in rural communities, which have different capacities. Building community capacity involves strengthening the skills of individuals and community groups so they can help develop their communities. Programs to strengthen the capacity of rural communities must build on community priorities and offer variety and flexibility. Although funding is important, capacity-building cannot succeed without the necessary tools and expertise.
- **Creating Sustainable Rural Communities**
Canada's three orders of government must work together to promote sustainable rural communities by building on each community's economic, social, environmental and cultural foundations. Strong, responsible municipal governments can play a key role in this process by facilitating long-term planning and coordination among governments.



Supporting Rural Canada

- **Increasing Education, Awareness and Knowledge**
Rural municipal governments generally do not have the same resources and expertise as their urban counterparts. By working together, these governments can gain greater access to information and resources. The Rural Forum will work to improve communication among rural communities and support the need for research on rural sustainability and contemporary rural issues.
- **Strengthening the Federal Government's Capacity to Address Rural Issues**
There is increasing concern among rural communities regarding the federal government's capacity to respond to rural challenges and concerns. FCM is calling for a permanent mechanism responsible for ensuring rural issues are considered across all federal departments and by the federal Cabinet.



2017 Conference

Rural Stream

- For the 2017 Annual Conference, FCM has committed to continue rural-specific programming and to develop a rural-specific plenary session.
- Conference programming will recognize the critical role that rural communities have played in shaping Canada over the last 150 years
- Commitment to exploring innovative approaches to rural economic development.



Canada 150 Community Leaders

- Establish a network of local leaders to raise the voice of municipalities during the Canada 150 Celebrations
- Identify one or more Community Leaders in your municipality. There are no strict criteria to be considered.
- More info: www.fcm.ca/Canada150



Regional Champions

Women's Participation in Local Government

- FCM's [Standing Committee on Increasing Women's Participation in Municipal Government](#) has a mandate to encourage and support women interested in running for municipal office. Although women make up 52 per cent of the Canadian population, they currently make up only 24 per cent of municipal councils.
- The United Nations defines [30 per cent](#) female representation as the minimum requirement for policy to reflect women's concerns. To reach 30 per cent, the standing committee has built a national network of Regional Champions. These champions include members of our committee and others nominated to work within their individual communities to encourage, support and mentor women interested in entering local politics.
- The role of the regional champion is two-fold: to recruit a local team of volunteers from the champion's community; and to recruit champions in other communities who will then develop a local team of volunteers of their own. Champions set up campaign schools, organize public meetings, recruit potential candidates to run in municipal elections and use the news media to promote women's participation in municipal government.



2016 Accessibility Advisory Committee Report To Council[s]

Bringing Accessibility Awareness to your
Location



ACCESSIBILITY INFRONTENAC



What We Do

Duties of the Accessibility Advisory Committee:

The committee shall:

- 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) 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 Councils on the promotion of public awareness and understanding of the needs of persons with disabilities.

COMPOSITION OF THE COMMITTEE

The FAAC is comprised of a very dedicated group of individuals, all of whom are interested in making the County more accessible to all who live, work, play or visit here.

Frontenac Accessibility Advisory Committee Members

Neil Allen, Chair – community representative for South Frontenac

Vacant – community representative at large

Margaret Knott, community representative for Frontenac Islands

Kurt Halliday, community representative for Central Frontenac

Ed Schlievert, community representative for North Frontenac

Councillor John McDougall, Council representative

Councillor Tom Dewey, Council representative

2016 ACCOMPLISHMENTS

- Provided input and recommendations to County Council to seek a grant for the development of an Age Friendly Community Action Plan
- Received updates and made recommendations regarding the recent amendments to the Customer Service Standard and the Integrated Accessibility Standards Regulation
- Reviewed Site Plans for the Mountain Grove Public Library and the Township of Central Frontenac Municipal Office
- Provided input and recommendations regarding amendments to the Customer Service Standard and the Integrated Accessibility Standards Regulation
- Provided input and recommendations on:
 - Public Parks
 - Chip Trucks
 - Accessible Parking
 - Boat Ramps



Accessibility Awareness Campaign

2016 first year of Accessibility Awareness campaign and included

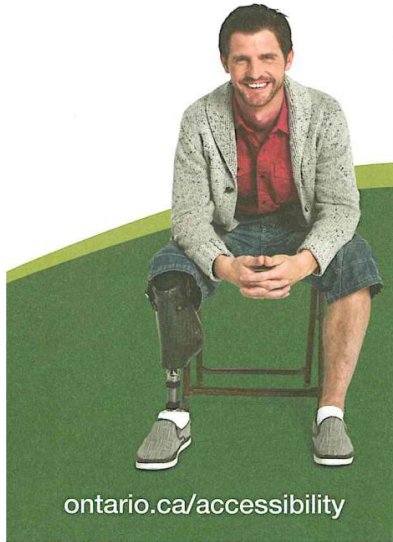
- County and Township Councils proclaimed April 3 – 9 as Accessibility Awareness Week
- A Twitter campaign with the hashtag #AccessibleFrontenac reached 19,922 accounts accounting for 56,231 Impressions
- Frontenac News which published a story on Accessibility Week.
- Staff attended ICSP Breakfast on April 7th

What Is Accessibility



What is accessibility?

It simply means giving people of all abilities opportunities to participate fully in everyday life.



ontario.ca/accessibility

1 in 7 
people in Ontario has a disability.
That's **1.65 million** Ontarians.*

By **2036**, that number will rise to
1 in 5 
as the population ages.*

The goal of the **Accessibility for Ontarians with Disabilities Act (AODA)** is to make Ontario accessible for people with disabilities by 2025.

Ontario is the first jurisdiction to make accessibility reporting the law. It has established standards with penalties for organizations that do not comply.

The AODA includes 5 accessibility standards that are being phased in over time:

- 1. Customer Service** is about understanding that people with disabilities have different needs and taking steps to serve them.
- 2. Employment** is about making hiring and employee support practices more accessible.

* 2012 Canadian Survey on Disability; Ontario: Ontario Population Projections 2008-2036, Fall 2009 Ministry of Finance Report

3. Information and Communications is about helping people with disabilities access information and communications such as forms, documents and websites.

4. Transportation is about making it easier for everyone to travel in Ontario.

5. Design of Public Spaces is about making public spaces more accessible.

Accessibility Requirements

All businesses and organizations in Ontario with 1 or more employees need to follow the law.

Organizations with:

- 1-19 employees** need to comply with the law
- 20+ employees** need to comply and file an accessibility compliance report as required.

Visit ontario.ca/accessibility to read the specific requirements and deadlines for your organization.



Accessibility Benefits Every

Accessibility not only helps people with disabilities, it also benefits:

- Seniors
- Families travelling with young
- Shoppers
- Visitors with luggage

Compliance and Reporting

Businesses and organizations are responsible for being in **compliance** **accessibility standards on January** of the year they come into effect.

They must report being in **compliance** **December 31st** of their reporting

Find Out More:

For free tools and resources and to about how Ontario is becoming accessible visit ontario.ca/accessibility

Telephone: 1-866-515-2025

International: 1-416-849-8276

TTY: 1-800-268-7095

Email: accessibility@ontario.ca

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 **Like us on Facebook**
facebook.com/accession

 **Watch our videos on YouTube!**
youtube.com/accessontario

ACCESSIBILITY
INFRONTENAC



FRONTENAC

International Day of Persons with Disabilities Access Award

Award was created in 2013 to recognize persons, groups or organizations that have made or are making a significant contribution beyond legislated requirements, towards improving access for persons with disabilities in the Frontenacs

Nominations are now open for the 2016 Access Award

QUESTIONS?





Report 2016-112

Recommend Report to Council

To: Warden and Members of County Council
From: Kelly Pender, Chief Administrative Officer
Prepared by: Jannette Amini, Manager of Legislative Services/Clerk
Date of meeting: October 19, 2016
Re: Corporate Services – Amendments to the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy

Recommendation

Resolved That the Council of the Corporation of the County of Frontenac receive the Corporate Services – Amendments to the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy report;

And Further That Council approve the recommended amendments to the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy, as outlined in this report;

And Further That staff be directed to bring forward for adoption a by-law to adopt the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy;

And Further That By-law 2009-0019, being a by-law to adopt an Accessible Customer Service Policy be rescinded.

Background

Changes have been made to the accessible Customer Service standard and Integrated Accessibility Standards that came into effect on July 1, 2016. All organizations in Ontario with one or more employees must comply with the changes effective July 1, 2016 and report compliance with these changes when submitting their 2017 accessibility compliance report due December 31, 2017 as the 2017 report will include questions related to compliance with the updated customer service standard.

These changes were made given that the accessibility standards must be reviewed within five years after becoming law to ensure they are working as intended.

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

- All employees and volunteers must now be trained on accessible customer service.
- More types of regulated health professionals can provide documentation of a need for a service animal.
- More specific information is provided to clarify that an organization can only require a support person to accompany someone with a disability for the purposes of health or safety and in consultation with the person. If it's determined a support person is required, the fee or fare (if applicable) for the support person must be waived.
- All accessibility standards — including the accessible customer service standard — are now part of one Integrated Accessibility Standards Regulation. This means that the requirements are now better aligned to make it easier for organizations to understand their obligations.
- Private sector and non-profit organizations with 20-49 employees no longer need to document policies (does not remove compliance or reporting requirements).
- Certain terms and definitions have also been updated and do not affect your existing requirements.

Comment

The purpose of this report is to recommend changes to the County of Frontenac's Integrated Accessibility Standards Regulation (IASR) Policy to align and comply with the recent amendments made to Ontario Regulation 191/11: Integrated Accessibility Standards.

For Council's consideration, the following is a summary of the proposed amendments to the IASR Policy recommended by staff. A consolidated copy of County of Frontenac IASR Policy is attached to this report as Appendix A, with the proposed changes highlighted in yellow.

It is recommended that a new Section 6 be added to incorporate the County's Customer Service Standard Policy into the Integrated Accessible Standards Regulation Policy as follows which includes the recent amendments to the Customer Service Standard and the IASR regarding the requirement for all employees and volunteers to be trained on accessible customer service as well as the addition of the expanded types of regulated health professionals that can provide documentation of a need for a service animal and the clarification around the requirement for a support person:

6.0 Customer Service Standards

The organization delivers services to individual customers, businesses and other community stakeholders through staff, volunteers, contractors and agents. This section will set out the standards for Accessible Customer Service.

1. Establishment of Policies, Practices and Procedures

The County of Frontenac shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities. In fulfilling our mission, the County of Frontenac shall make reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- (i) The goods or services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- (ii) The provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability the same opportunity to access, use or benefit from the goods and services.
- (iii) Persons with disabilities must be given an opportunity equal to that given to others to access, use and benefit from the goods and services.

2. Providing Goods and Services to Persons with Disabilities

The County of Frontenac is committed to excellence in serving all customers including persons with disabilities and will carry out our functions and responsibilities in the following areas:

Communication: The County of Frontenac will communicate with persons with disabilities in ways that take into account their disability. The County of Frontenac is committed to providing accessible telephone service to our customers. The County will offer to communicate with customers by email, fax, written communication or in person if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices: The County of Frontenac is committed to serving persons with disabilities who use assistive devices to access, use or benefit from our goods and services.

Format of Documentation: The County of Frontenac is committed to providing correspondence, invoices and other documentation or the information contained in the document to customers in alternate formats that take into account the person's disability, if available, upon request.

3. Use of Service Animals

The County of Frontenac is committed to welcoming persons with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

1. In this part,

“guide dog” means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*;

“service animal” means an animal described in subsection 2;

“support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

2. For the purposes of this Part, an animal is a service animal for a person with a disability if,
 - (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person’s disability, as a result of visual indicators such as the vest or harness worn by the animal; or
 - (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - (ii) A member of the College of Chiropractors of Ontario.
 - (iii) A member of the College of Nurses of Ontario.
 - (iv) A member of the College of Occupational Therapists of Ontario.
 - (v) A member of the College of Optometrists of Ontario.
 - (vi) A member of the College of Physicians and Surgeons of Ontario.
 - (vii) A member of the College of Physiotherapists of Ontario.
 - (viii) A member of the College of Psychologists of Ontario.
 - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

If a person with a disability is accompanied by a guide dog or other service animal, the County of Frontenac shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him/her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the County shall ensure that other measures are available to enable the person with a disability to access, use or benefit from the County’s goods or services.

4. Use of Support Persons

The County of Frontenac is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter County of Frontenac premises with his or her support person. All staff, volunteers and others dealing

with the public will be properly trained in how to interact with people with disabilities who are accompanied by a support person.

“Support person” shall mean in relation to a person with a disability, another person who accompanies him/her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

- 1) If a person with a disability is accompanied by a support person, the County of Frontenac shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- 2) Admission will not be charged for support persons for admission to County of Frontenac premises. There will not be a user charge for a support person who is assisting a person with a disability who is not in a vehicle onto or off of the Frontenac Howe Islander ferry.
- 3) The County may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the County determines that,
 - (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
 - (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.
- 4) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in advance about the amount, if any, payable in respect of the support person.
- 5) If, under subsection 3), the County requires a person with a disability to be accompanied by a support person when on the premises, the County shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.
- 6) The County will prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.
- 7) The County will notify persons to whom it provides goods, services or facilities of this policy by posting this information at all reception desks at County offices and by posting it on the County's website, or by such other method as is reasonable in the circumstances.

5. Notice of Service Disruptions

County of Frontenac shall provide customers with notice in the event of a scheduled or unexpected disruption in the facilities or services usually used by persons with disabilities.

This notice of temporary disruption shall include information regarding:

- (i) the reason for the disruption;
- (ii) its anticipated duration; and
- (iii) a description of alternative facilities or services, if any, that are available.

The notice shall be given by posting the information as soon as the County becomes aware of the disruption: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site - www.frontenacounty.ca; or (iii) by such other method as is reasonable in the circumstances.

6. Training for Staff

- a) In addition to the requirements in section 1, subsection 1.4, the County shall ensure that the following persons receive training about the provision of the County's goods, services or facilities, as the case may be, to persons with disabilities:

- 1. Every person who is an employee of, or a volunteer with, the County.
- 2. Every person who participates in developing the County's policies.
- 3. Every other person who provides goods, services or facilities on behalf of the County.

- b) The training shall include a review of the purposes of the Act and the requirements of this Part 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.

5. County of Frontenac's policies, practices and procedures relating to accessible customer service.

Training shall be provided to each person as soon as practical after he/she is assigned the applicable duties, but no later than 6 months after a person commences employment with the County of Frontenac.

Training records shall be kept, including the dates when the training is provided and the names of the individuals to whom the training was provided.

Training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of the goods or services to persons with disabilities.

Feedback Process

The ultimate goal of the County of Frontenac is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

The County of Frontenac shall establish a process for receiving and responding to feedback regarding the manner in which goods and services are provided to persons with disabilities, and shall make information about the process readily available to the public.

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

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

All feedback, including questions regarding this policy, shall be directed to the Clerk's Department. Customers can expect a response within ten (10) working days.

Notice of Availability of Documents Required Under the AODA – Accessibility Standards for Customer Service

The County of Frontenac shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.

The notice shall be given by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site – www.frontenacounty.ca; or by such other method as is reasonable in the circumstances.

Once Council has approved the proposed amendments to the IASR Policy, a copy will be forwarded to the Townships for information purposes, should they wish to adopt a similar amended policy to ensure compliance.

Sustainability Implications

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

Financial Implications

There are no direct financial implications associated with this report.

Organizations, Departments and Individuals Consulted and/or Affected

Frontenac Accessibility Advisory Committee



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Subject: Integrated Accessibility Standards Regulation

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Effective Date: January 1, 2014

Approved:

Policy: The County of Frontenac is committed to treating all people in a way that allows them to maintain their dignity and independence. Through accessibility planning and policies, and in consultation with the Frontenac Joint Accessibility Advisory Committee, the County of Frontenac shall ensure that the County meets the needs of people with disabilities in a timely manner through the implementation of this policy.

Objective: To ensure the implementation of accessibility policies that are compliant with the Integrated Accessibility Standards Regulation under the *Accessibility for Ontarians with Disabilities Act, 2005*, which takes into account the principles of dignity, independence, integration and equal opportunity.

Definitions: In this policy, the following meanings apply:

- a) **“Accessible Formats”:** includes, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by persons with disabilities;
- b) **“Accommodation”** means the special arrangement made or assistance provided so that persons with disabilities can participate in the experiences available to persons without disabilities. Accommodation will vary depending on the person’s needs;
- c) **“County”** is defined as the Corporation of the County of Frontenac;
- d) **“Communication Supports”** includes, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications;
- e) **“Disability”** as defined under the *Accessibility for Ontarians with Disabilities Act, 2005* includes:



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- i) 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, and 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 service animal or on a wheelchair or other remedial appliance or device;
- ii) A condition of mental impairment or a development disability;
- iii) A learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- iv) A mental disorder; or
- v) An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.
- f) **“Information”** includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning;
- g) **“Self-Service Kiosk”** means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.
- h) **“Third Party”** means a representative of a business or organization who is receiving County of Frontenac goods or services or acting in an official capacity.



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Procedure:

1.0 Regulations

1.1 Accessibility Plan

The County shall produce a multi-year Accessibility Plan. The plan will be posted on the County's website and shall be made available in an accessible format and with communication supports, upon request. The Accessibility Plan shall be reviewed and, if necessary, updated at least once every five (5) years.

1.2 Procurement Policy

The County shall incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. If it is determined that it is not practicable to incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, the County shall provide, upon request, an explanation.

1.3 Self-Service Kiosks

The County shall have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks and shall incorporate accessibility features when designing, procuring or acquiring self-service kiosks.

1.4 Training

All County of Frontenac employees, volunteers, persons who participate in developing the County's policies and third parties providing goods and services on the County's behalf shall be required to undergo training on the requirements of the *Accessibility*



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for Ontario with Disabilities Act, 2005, accessibility standards, and on the Human Rights Code, as it pertains to persons with disabilities. The training provided on these requirements shall be appropriate to the duties of the employee, volunteer or other persons. Training shall take place as soon as is practicable and upon completion, the County shall keep a record of the training provided on these requirements including the dates on which the training was provided and the number of individuals to whom it was provided.

2.0 Information and Communication Standards

2.1 Feedback

The County shall ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request and shall notify the public about the availability of accessible formats and communication supports.

2.2 Accessible Formats and Communication Supports

Except as otherwise provided for in the *Accessibility for Ontarians with Disability Act, 2005*, the County shall, upon request, and in consultation with the person making the request, provide or arrange for the provision of accessible formats and communication supports for persons with disabilities. Accessible formats and communication supports shall be provided in a timely manner, taking into account the person's accessibility needs due to the disability and at a cost that is no more than the regular cost charged to other persons.

This does not apply to products and product labels, unconvertible information or communications and information that the County



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does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the department shall provide the person requesting the information or communication with:

- (a) an explanation as to why the information or communications are unconvertible;
- (b) a summary of the unconvertible information or communications

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

2.3 Emergency Information

When preparing emergency procedures, plans or public safety information and making same available to the public, the County shall provide the information in an accessible format or with appropriate communication supports as soon as practicable, upon request.

2.4 Accessible Website and Content

Internet websites and web content controlled directly by the County or through a contractual relationship that allows for modification of the product shall conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the AODA Integrated Accessibility Standards.



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3.0 Employment Standards

3.1 Recruitment

The County shall post information about the availability of accommodations for applicants with disabilities in its recruitment process. Job applicants who are individually selected for an interview and/or testing shall be notified that accommodations for material to be used in the process are available, upon request. The County shall consult with any applicant who requests an accommodation in a manner that takes into account the applicant's disability. Successful applicants shall be notified about the County's policies for accommodating employees with disabilities as part of their offer of employment.

3.2 Employee Supports

The County shall inform employees of the policies used to support employees with disabilities, including policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability. The County shall provide this information to new employees as soon as practicable after they begin their employment and provide updated information to all employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.

3.3 Accessible formats and communication supports

Upon an employee's request, the County shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:

- a) information that is needed in order to perform the employee's job; and



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- b) information that is generally available to employees in the workplace.

The County will consult with the employee making the request in determining the suitability of an accessible format or communication support.

3.4 Workplace Emergency Response Information

If an employee's disability is such that workplace emergency response information is necessary and the County is aware of the need for accommodation, this information shall be provided to employees. In addition, this information shall be provided, with the employee's consent, to the person designated to provide assistance. The information shall undergo review when the employee moves to a different location, when the employee's overall accommodation needs or plans are reviewed and when the County reviews its general emergency response plan.

3.5 Documented Individual Accommodation Plans

A written process for the development and maintenance of documented individual accommodation plans shall be developed for employees with disabilities. If requested, these plans shall include information regarding accessible formats and communications supports. If requested, the plans shall include individualized workplace emergency response information.



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3.6 Return to Work Process

The County shall have in place a documented return to work process for employees returning to work due to disability and requiring disability-related accommodations. This return to work process shall outline the steps that the County shall take to facilitate the return to work.

3.7 Performance Management and Career Development and Advancement

The County shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans when providing career development, performance management and when considering redeployment.

4.0 Transportation

The County of Frontenac has no obligated requirement under the Transportation Standards; however recognizing that it will make it easier for people to travel in Ontario, including persons with disabilities, older Ontarians and families traveling with children with strollers, the County will encourage private transportation providers to meet the requirements of the Transportation Standard.

5.0 Design of Public Spaces

The Design of Public Spaces Standard will make it easier for people to enjoy recreational activities in Ontario, including persons with disabilities, older Ontarians and families with children with strollers.

The County of Frontenac is committed to ensuring that its public spaces, in accordance with the *Integrated Accessibility Standards* (Ontario Regulation 191/11) under the AODA and, in particular, Part IV.1, Design of



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Public Spaces Standards, of such Regulation are accessible to all. This will be accomplished through the development and implementation of policies, practices, procedures, resources, equipment and training in the provisions outlined in the *Integrated Accessibility Standards Regulation* under the AODA.

The County of Frontenac will consult with its municipal accessibility advisory committee, the public and persons with disabilities in accordance with the consultation requirements of the Standard.

6.0 Customer Service Standards

The organization delivers services to individual customers, businesses and other community stakeholders through staff, volunteers, contractors and agents. This section will set out the standards for Accessible Customer Service.

1. Establishment of Policies, Practices and Procedures

The County of Frontenac shall establish policies, practices and procedures governing the provision of its goods and services to persons with disabilities. In fulfilling our mission, the **County of Frontenac** shall make reasonable efforts to ensure that its policies, practices and procedures are consistent with the following principles:

- (i) The goods or services shall be provided in a manner that respects the dignity and independence of persons with disabilities.
- (ii) The provision of goods and services to persons with disabilities and others must be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability the same



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opportunity to access, use or benefit from the goods and services.

(iii) Persons with disabilities must be given an opportunity equal to that given to others to access, use and benefit from the goods and services.

2. Providing Goods and Services to Persons with Disabilities

The County of Frontenac is committed to excellence in serving all customers including persons with disabilities and will carry out our functions and responsibilities in the following areas:

Communication: The County of Frontenac will communicate with persons with disabilities in ways that take into account their disability. The County of Frontenac is committed to providing accessible telephone service to our customers. The County will offer to communicate with customers by email, fax, written communication or in person if telephone communication is not suitable to their communication needs or is not available.

Assistive Devices: The County of Frontenac is committed to serving persons with disabilities who use assistive devices to access, use or benefit from our goods and services.

Format of Documentation: The County of Frontenac is committed to providing correspondence, invoices and other documentation or the information contained in the document to customers in alternate formats that take into account the person's disability, if available, upon request.

3. Use of Service Animals



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The County of Frontenac is committed to welcoming persons with disabilities who are accompanied by a service animal in the areas of our premises that are open to the public and other third parties. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a service animal.

1. In this part,

“guide dog” means a guide dog as defined in section 1 of the *Blind Persons’ Rights Act*;

“service animal” means an animal described in subsection 2;

“support person” means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

2. For the purposes of this Part, an animal is a service animal for a person with a disability if,

(a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or

(b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:

(i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.

(ii) A member of the College of Chiropractors of Ontario.

(iii) A member of the College of Nurses of Ontario.



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- (iv) A member of the College of Occupational Therapists of Ontario.
 - (v) A member of the College of Optometrists of Ontario.
 - (vi) A member of the College of Physicians and Surgeons of Ontario.
 - (vii) A member of the College of Physiotherapists of Ontario.
 - (viii) A member of the College of Psychologists of Ontario.
 - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

If a person with a disability is accompanied by a guide dog or other service animal, the County of Frontenac shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him/her unless the animal is otherwise excluded by law from the premises.

If a service animal is excluded by law from the premises, the County shall ensure that other measures are available to enable the person with a disability to access, use or benefit from the County's goods or services.

4. Use of Support Persons

The County of Frontenac is committed to welcoming persons with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter County of Frontenac premises with his or her support person. All staff, volunteers and others dealing with the public will be properly trained in how to interact with people with disabilities who are accompanied by a support person.



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"Support person" shall mean in relation to a person with a disability, another person who accompanies him/her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

- 1) If a person with a disability is accompanied by a support person, the County of Frontenac shall ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.
- 2) *Admission will not be charged for support persons for admission to* County of Frontenac premises. There will not be a user charge for a support person who is assisting a person with a disability who is not in a vehicle onto or off of the Frontenac Howe Islander ferry.
- 3) The County may require a person with a disability to be accompanied by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the County determines that,
 - (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and
 - (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises.
- 4) If an amount is payable for a person's admission to the premises or in connection with a person's presence on the premises, the provider shall ensure that notice is given in



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advance about the amount, if any, payable in respect of the support person.

- 5) If, under subsection 3), the County requires a person with a disability to be accompanied by a support person when on the premises, the County shall waive payment of the amount, if any, payable in respect of the support person's admission to the premises or in connection with the support person's presence on the premises.
- 6) Every provider, other than a small organization, shall prepare one or more documents describing its policies with respect to the matters governed by this section and, on request, shall give a copy of any such document to any person.
- 7) The County will notify persons to whom it provides goods, services or facilities of this policy by posting this information at all reception desks at County offices and by posting it on the County's website, or by such other method as is reasonable in the circumstances.

5. Notice of Service Disruptions

County of Frontenac shall provide customers with notice in the event of a scheduled or unexpected disruption in the facilities or services usually used by persons with disabilities.

This notice of temporary disruption shall include information regarding:

- (i) the reason for the disruption;
- (ii) its anticipated duration; and
- (iii) a description of alternative facilities or services, if any, that are available.



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The notice shall be given by posting the information as soon as the County becomes aware of the disruption: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site - www.frontenaccounty.ca; or (iii) by such other method as is reasonable in the circumstances.

6. Training for Staff

1. In addition to the requirements in section 1, subsection 1.4, the County shall ensure that the following persons receive training about the provision of the County's goods, services or facilities, as the case may be, to persons with disabilities:

1. Every person who is an employee of, or a volunteer with, the County.
2. Every person who participates in developing the County's policies.
3. Every other person who provides goods, services or facilities on behalf of the County.

2. The training shall include a review of the purposes of the Act and the requirements of this Part 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.



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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.
5. County of Frontenac's policies, practices and procedures relating to accessible customer service.

Training shall be provided to each person as soon as practical after he/she is assigned the applicable duties, but no later than 6 months after a person commences employment with the County of Frontenac.

Training records shall be kept, including the dates when the training is provided and the names of the individuals to whom the training was provided.

Training shall also be provided on an ongoing basis in connection with changes to the policies, practices and procedures governing the provision of the goods or services to persons with disabilities.

Feedback Process

The ultimate goal of the **County of Frontenac** is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

The County of Frontenac shall establish a process for receiving and responding to feedback regarding the manner in which goods and services are provided to persons



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with disabilities, and shall make information about the process readily available to the public.

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

(i) in person;

(ii) by telephone;

(iii) in writing;

(iv) by electronic mail at info@frontenaccountry.ca; or

(iv) on diskette or otherwise.

All feedback, including questions regarding this policy, shall be directed to the Clerk's Department. Customers can expect a response within ten (10) working days.

Notice of Availability of Documents Required Under the AODA – Accessibility Standards for Customer Service

The County of Frontenac shall notify persons to whom it provides goods or services that the documents required by this Regulation are available upon request.

The notice shall be given by posting the information: (i) at a conspicuous place on the County of Frontenac premises; (ii) on the County's official web site – www.frontenaccountry.ca; or by such other method as is reasonable in the circumstances.

7.0 Compliance

An Administrative Monetary Penalties scheme has been established under the AODA which allows the Accessibility Directorate or a designate to issue an order against a person, organization or corporation to pay a penalty amount as a result



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of non-compliance with the AODA or the accessibility standard to a maximum of \$100,000 in the case of a corporation and up to \$50,000 in the case of an individual or unincorporated organization.



Report 2016-113

Recommend Report to Council

To: Warden and Members of County Council
From: Kelly Pender, Chief Administrative Officer
Prepared by: Jannette Amini, Manager of Legislative Services/Clerk
Date of meeting: October 19, 2016
Re: Corporate Services – Amendments to the Joint Multi-Year Accessibility Plan

Recommendation

Resolved That the Council of the Corporation of the County of Frontenac receive the Corporate Services – Amendments to the Joint Multi-Year Accessibility Plan 2013-2017 report;

And Further That Council approve the recommended amendments to the Joint Multi-Year Accessibility Plan 2013-2017 attached to this report as Appendix A.

Background

Under Ontario Regulation 191/11, Integrated Accessibility Standards, Section 4 requires that all designated public sector organizations are required 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. Section 4 (3.1) permits an upper-tier municipality and any lower-tier municipalities that form part of it for municipal purposes to prepare a joint accessibility plan and a joint annual status report.

The County of Frontenac and its 4 lower-tier townships have a Joint Multi-Year Accessibility Plan 2013-2017.

Comment

2015 was a reporting year for all Public Sector organizations as defined under the Accessibility for Ontarians with Disabilities Act (AODA). The Accessibility Directorate of Ontario periodically conducts file reviews on selected organizations to confirm that they are in compliance with the Act and its standards. Such reviews are conducted under the authority of sections 16 and 17 of the Act. Earlier this year, the Accessibility Directorate of Ontario advised the Township of North Frontenac that it had been selected for a file review based on its 2015 AODA Self-Certified Accessibility Report. As a result of this

audit, the following amendments are required to be made to the Joint Multi-Year Accessibility Plan 2013-2017,

1. Section 7 C – Accessibility Policies and Plan, 2013 – 2017 for the Township of North Frontenac

- a) The second paragraph on page 10 be amended by changing **January 1, 2015** to **January 1, 2014** as employees of public sector organizations were required to be trained by this date.
- b) That the second paragraph following the bullets on page 10 be amended to delete the words, “within six (6) months” and replace with “as soon as practical” as this is the required time frame under the legislation for the training of new employees.
- c) That the fourth paragraph on page 11 be amended by changing **January 1, 2016** to **January 1, 2015** as 2015 was the legislated time frame for providing accessible formats upon request.
- d) That the contact person on page 13 be changed from Steve Riddell to Eric Korhonen, and the contact email be changed from chiefnffd@hotmail.com to firechief@northfrontenac.ca

Sustainability Implications

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

Financial Implications

There are no direct financial implications associated with this report.

Organizations, Departments and Individuals Consulted and/or Affected

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



**Joint Multi-Year Accessibility Plan
2013 - 2017**

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Introduction

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

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

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

The Township of North Frontenac

The Township of North Frontenac covers 1,164.73 square kilometres and is a lower-tier municipality, being part of Frontenac County and home to over 1,842 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 kilometre of 1.6.

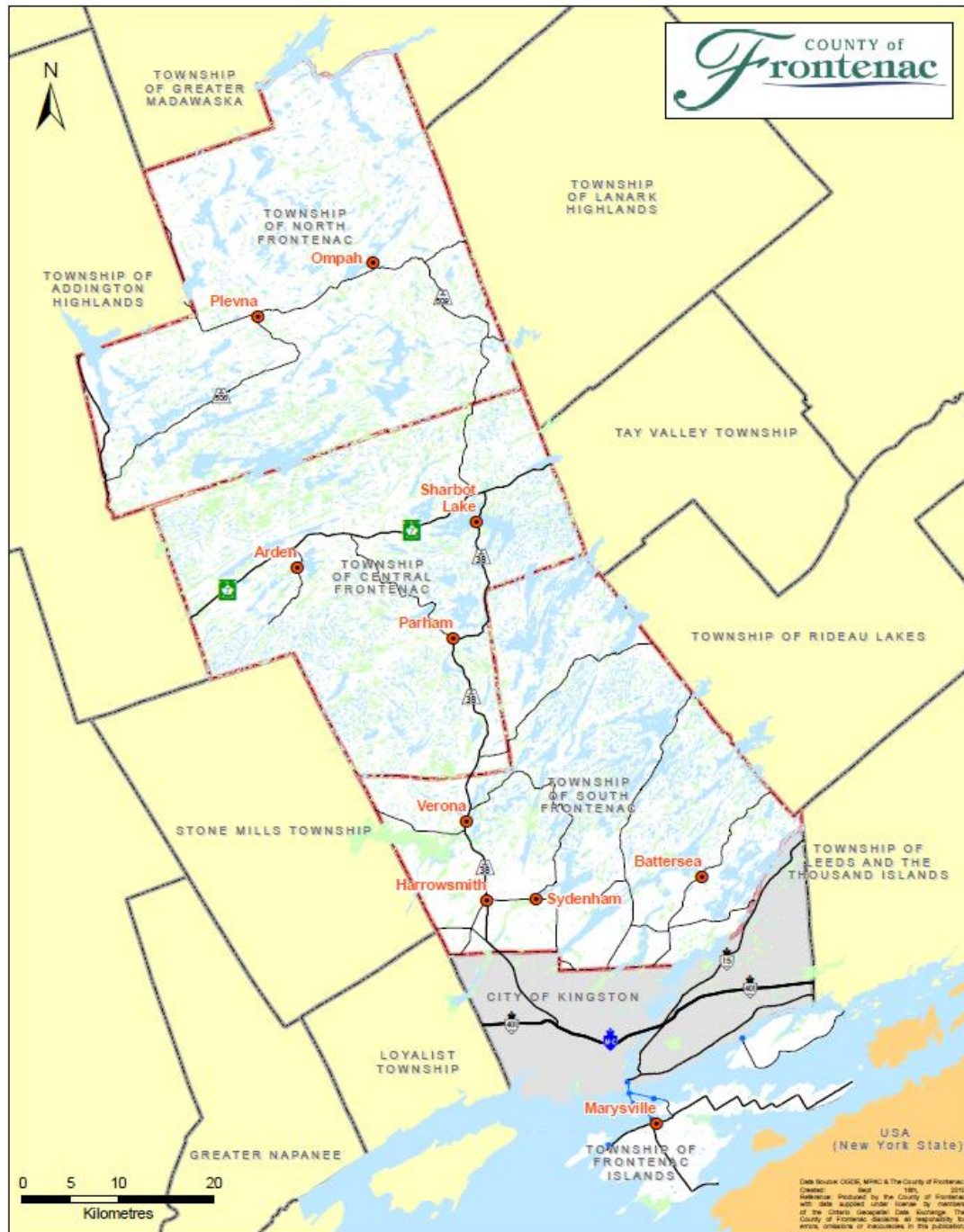
North Frontenac Township provides the following services to its residents:

- 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

Statement of Commitment

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



Background

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

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

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

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

Information and communication

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

Employment

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

Transportation

Addresses the barriers and supports for transit customers.

This multi-year plan is also part of what is required by legislation. The Act requires organizations to establish, implement, maintain and document a multi-year accessibility plan which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under the Regulation. The County and Townships are required to post the accessibility plan on the following websites:

County of Frontenac – www.frontenaccounty.ca
Township of North Frontenac – www.northfrontenac.ca
Township of Central Frontenac – www.centralfrontenac.com
Township of South Frontenac – www.township.southfrontenac.on.ca
Township of Frontenac Islands – www.municipality.frontenacislands.on.ca

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

The Joint Frontenac Accessibility Advisory Committee

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

The duties of the Committee include:

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

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

Overview: What we have accomplished so far?

Customer service standard

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

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

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

Physical improvements

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

The accessibility of the North Frontenac Township's Office and Community Halls has been improved as follows:

- 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.
- 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.
- Clarendon-Miller Fire Hall – Chair lift available to upstairs meeting room; and Washrooms are accessible for wheelchairs.
- 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.
- 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.

7 C. - ACCESSIBILITY POLICIES AND PLAN

2013 - 2017

FOR THE TOWNSHIP OF NORTH FRONTENAC

STATEMENT OF COMMITMENT

The Township of North Frontenac is committed to providing service in a manner that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allow them to benefit from the same services, in the same place and in a similar way as other customers.

The Township of North Frontenac established a new Accessibility Reserve Fund in 2009 to assist in funding facility accessibility upgrades.

Annually, Managers make recommendations to the Chief Administrative Officer (CAO) for improvements (where possible due to limitations i.e. existing buildings) for consideration during Budget deliberations to Municipal Buildings and the Manager of Community Development seeks out possible Accessibility Grants.

ACCESSIBILITY PLAN AND POLICIES FOR THE TOWNSHIP OF NORTH FRONTENAC

The Council of the Corporation of the Township of North Frontenac adopted the Accessibility – Customer Service Standards Policy on the 17th day of December, 2009.

This 2013-2017 Accessibility Plan outlines the policies and actions that the Township of North Frontenac will put in place to improve opportunities for people with disabilities, including updating existing applicable policies, such as but not limited to, the Procurement Bylaw, Personnel Policy and User Fees Bylaw, etc. to ensure compliance with the *Accessibility Act*.

ACCESSIBLE EMERGENCY INFORMATION

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

TRAINING

The Township of North Frontenac is committed to provide training to employees and volunteers 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 and volunteers. The Accessibility Coordinator will ensure Accessibility training will be provided to all new staff and volunteers.

The Township of North Frontenac will take the following steps to ensure the following persons receive training regarding the provision of its goods and/or services to persons with disabilities to meet Ontario's accessible laws by **January 1, 2014**:

- All employees and volunteers;
- All persons who participate in developing the Township's policies; and
- All other persons who provide goods or services on behalf of the Township. Contractors and other third parties who act on behalf of the Township shall provide proof of Accessibility Training prior to the commencement of work.

The level of training shall be dependent on the trainee's job description/contract. The Accessibility Coordinator will keep records of the training provided, including dates training is provided and the number of persons trained.

For every new hire, training will be provided as soon as practical after a staff person commences their duties. Staff will also be trained on an ongoing basis when changes are made to the policies, practices and procedures.

The Accessibility Coordinator will review the Accessibility Policies annually and make recommendations for improvements to the Chief Administrative Officer.

The Accessibility Coordinator, with the assistance of the Joint Frontenac Accessibility Advisory Committee, will ensure that training procedures are developed and implemented before the end of 2013.

INFORMATION AND COMMUNICATIONS

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

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

A comprehensive redevelopment of the Township's website has been undertaken and the website conforms to the standards of WCAG 2.0, Level A.

The Township of North Frontenac will take the following steps to make sure existing feedback processes are accessible to people with disabilities upon request by **January 1, 2015**:

To ensure that the delivery of goods and services to those with disabilities is provided in an effective and timely manner, the customer is invited to provide their feedback using the following methods:

- in person;
- by telephone;
- in writing;
- by electronic mail (email) at info@northfrontenac.ca; or
- on diskette or otherwise.

All feedback, including questions regarding this policy, will be directed to the Clerk's Department. A response will be provided within twenty-one (21) days.

The Township shall ensure the public is notified about the availability of accessible formats and communication supports. The notice shall be given by posting the information: (i) at a conspicuous place on the Township of North Frontenac's premises; (ii) on the Township's official website – www.northfrontenac.ca; or by such other method as is reasonable in the circumstances.

The Accessibility Coordinator and the Chief Administrative Officer shall work in conjunction with the applicable Managers to review the Township's current feedback processes and recommend updates.

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

The Township shall ensure to:

- Provide or arrange for the provision of accessible formats and communication supports for persons with disabilities upon request;
- 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;
- Consult with the person making the request in determining the suitability of an accessible format or communication support.

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

A comprehensive redevelopment of the Township's website shall be undertaken to ensure the website conforms to the standards of WCAG 2.0, Level AA.

EMPLOYMENT

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

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

The Township shall ensure that all job postings include a notice informing prospective applicants and employees that accommodations are available upon request. The notice shall be posted in accordance with our Personnel and Employment Policies and Procedures.

Should a candidate request accommodation, the Chief Administrative Officer and the applicable Manager(s) 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 Chief Administrative Officer will notify the candidate in writing of the Township's policies for accommodating employees with disabilities.

The Accessibility Coordinator in conjunction with the Chief Administrative Officer will review and update the Township's training material to ensure that it adequately addresses the Township's policies used to support its employees with disabilities, including the provision of job accommodations. The Accessibility Coordinator shall provide updated information to employees whenever there is a change to the Township's policies on the provision of job accommodations.

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

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

The Accessibility Coordinator in conjunction with the Chief Administrative Officer and applicable Managers, when required, shall develop and have in place a documented accommodation and return to work policy for specific employee(s) with disabilities.

We will take the following steps to ensure the accessibility needs of employees with disabilities needs are taken into account:

The Township is currently utilizing an annual performance evaluation. The Accessibility Coordinator in conjunction with the Chief Administrative Officer and applicable Managers will update it as necessary to integrate the accessibility needs of employees with disabilities as well as individual accommodation plans.

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

The Township of North Frontenac has appointed an Accessibility Coordinator who shall ensure all employees are trained on the importance of the *Accessibility Act* and continue to keep Council, the Chief Administrative Officer and Managers updated on the requirements of the Act. The Accessibility Coordinator will continue to use the Joint Frontenac Accessibility Advisory Committee as a resource; and the Accessibility Coordinator shall continue to be responsible for recommending to the CAO solutions for the removal of identified barriers.

FOR MORE INFORMATION

For more information on this Accessibility Plan, please contact Eric Korhonen, Director of Emergency Services/Fire Chief - Accessibility Coordinator at:

- Phone: (613) 479-0072
- Email: firechief@northfrontenac.ca

Accessible formats of this document are available free, upon request, from the Municipal Office and on the Township's official website – www.northfrontenac.ca

7 E - Accessibility Policies and Plan for the County of Frontenac

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

Statement of Commitment

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

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

Accessible Emergency Information

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

Training

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

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

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

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

The method and amount of training shall be dependent on the trainee's role in terms of accessibility. Consistent with current practices, training records shall be

kept, including the dates when the training is provided and the names of the individuals to whom the training was provided.

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

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

Information and Communications

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

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

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

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

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

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

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

- (i) in person;
- (ii) by telephone;

- (iii) in writing;
- (iv) by electronic mail at info@frontenacounty.ca; or
- (iv) on diskette or otherwise.

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

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

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

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

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

Accessibility strategies shall require the County to:

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

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

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

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

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

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

Employment

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

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

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

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

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

In 2013, Human Resources will review and update the County's orientation and training material to ensure that it adequately addresses the County's policies used to support its employees with disabilities, including the provision of job accommodations. This training shall be provided to each person as soon as practical after he/she is assigned the applicable duties, but no later than 6 months after a person commences employment with the County of Frontenac. Human

Resources shall provide updated information to employees whenever there is a change to County policies on the provision of job accommodations.

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

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

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

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

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

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

The mandate of the County Accessibility Staff Committee is to serve as the county's primary internal resource for identifying potential and actual barriers to accessibility. The Staff Committee is comprised of at least eight staff members who represent the County's various departments, and meet regularly to develop recommendations for maintaining and improving accessibility.

For more information

For more information on this accessibility plan, please contact **Jannette Amini, Manager of Legislative Services/Clerk** at:

- 613-548-9400 x 302
- Email: jamini@frontenacounty.ca

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

Jannette Amini, Manager of Legislative Services/Clerk

- 613-548-9400 x 302
- Email: jamini@frontenacounty.ca



Report 2016-114

Recommend Report to Council

To: Warden and Council
From: Kelly J. Pender, Chief Administrative Officer
Prepared by: Jannette Amini, Manager of Legislative Services/Clerk
Date of meeting: October 19, 2016

Re: Corporate Services – Complaints Handling Policy

Recommendation

Resolved That the Council of the County of Frontenac receive the Corporate Services – Complaints Handling Policy and Procedures report;

And Further That the Clerk be authorized to bring forward a by-law later in the meeting to establish a formal Complaints Handling Policy attached to this report as Appendix A.

Background

On January 1, 2016 the *Ombudsman Act* was amended to expand the Acts jurisdiction to investigations in respect of public sector bodies. Various amendments were made to the Act in order to reflect this expanded jurisdiction.

Comment

In 2006, the *Municipal Statute Law Amendment Act*, 2006, commonly known as Bill 130, gave municipalities the discretion to appoint various Accountability Officers, those being an Integrity Commissioner; an Auditor General; a Lobbyist Registrar; and an Ombudsman. As a result of the amendments made to the *Ombudsman Act* through the *Public Sector and MPP Accountability and Transparency Act*, 2014 (Bill 8), the Ontario Ombudsman is now the default Ombudsman if a municipality does not appoint its own ombudsman. At present, the County of Frontenac has appointed an Integrity Commissioner. It has not appointed its own Ombudsman and as such, the Ontario Ombudsman now has jurisdiction to investigate complaints regarding the County of Frontenac.

The *Ombudsman Act* provides the Ombudsman with a very broad mandate and may investigate any decision, recommendation, act or omission in the course of the

administration of a public sector body; however the Ombudsman's Office has made it very clear that it is an office of last resort, meaning individuals should exhaust any available appeal mechanisms before complaining to the Ombudsman. In a letter dated November 30, 2015 to all Ontario Municipalities, the Ombudsman's Office strongly encouraged municipalities to resolve local issues at the local level, and to create their own complaint resolution mechanisms. A copy of the Ombudsman's letter is attached to this report as Appendix B.

Appendix A to this report, "County of Frontenac Complaints Handling Policy", provides mechanisms for the municipality to respond to any complaints received. The policy follows a process that is already often practised at the County; however, organizing the process into a policy will help improved customer service by ensuring that all staff are operating from the same understanding of how public concerns are to be addressed, as well as clarifying for the public what steps they can take to have their concerns addressed. It should also be noted that information gathered during a complaint process can be provided to the Ombudsman to aid in any investigation should a complaint escalate to that level. In the event of a complaint escalating to the Ombudsman's Office, the Ombudsman would provide a report to County Council along with recommendations. It would be up to Council to decide on how it wishes to act on those recommendations.

The County of Frontenac aims to deliver exceptional, equitable, and accessible customer service. If customers are dissatisfied with the service they receive, the County's goal is to make it easy for customers to make a complaint. Once a complaint has been made, customers should know what to expect. The Complaints Handling Policy outlines how the County will manage complaints efficiently, fairly, effectively and uniformly across all County Departments. The Policy also promotes standards among County staff and informs County residents about what they can expect from public employees. Customer service standards and complaint handling procedures further expand on those expectations and are appended to the Complaints Handling Policy. It should be noted that the complaint handling procedures for Fairmount Home and Frontenac Paramedic Services are standalone procedures as complaints received by these departments are related to patient care and fall under different legislations as well as the jurisdiction of a Patient Ombudsman.

The draft by-law for Council's consideration is also recommending that the Chief Administrative Officer be delegated authority to add, review and update complaints handling procedures to the Policy as required, which will be done in conjunction with and on the recommendation of senior departmental staff. This will ensure that the County of Frontenac's procedures for handling complaints remains up to date and following best practices as well as meeting all legislated requirements with respect to industry standards.

Attachments

Appendix A Complaints Handling Policy

Appendix B Letter from Ombudsman dated November 30, 2015

Appendix C Letter and Survey from Ombudsman regarding municipal complaints procedures

Sustainability Implications

Good governance is critical to the sustainability of a community. A Procedure By-law that provides the necessary framework to guide members of council fairly and courteously through meetings of council and committees aids good decision-making.

Financial Implications

There are no financial implications directly associated with the adoption of a Complaints Handling Policy.

Organizations, Departments and Individuals Consulted and/or Affected

Marian VanBruinessen, Director of Corporate Services/Treasurer

Lisa Hirvi, Acting Administrator of Fairmount Home

Paul Charbonneau, Chief/Director of Emergency and Transportation Services

Joe Gallivan, Director of Planning and Economic Development



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**Subject: County of Frontenac Complaints
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Approved: October 19, 2016

Effective Date: October 19, 2016

Policy Statement

Integrity is the foundation of public service and our shared values are the pillars that support it. As County employees, we are proud to perform our work with: Transparency, Impartiality, Respect, Trust and Accountability.

The County of Frontenac is committed to a consistent and uniform process to respond to complaints received from members of the public regarding its services, staff or operational procedures. This policy will outline the process to be followed and service standards for the handling of public complaints.

Purpose

The County of Frontenac recognises the importance of public feedback and welcomes complaints as a valuable form of feedback regarding its services, operations and staff. The information gained from complaints helps improve the quality of the services provided by the County and the client experience of those who reside in it.

Application

This policy **applies to:**

County employees, with the following exceptions:

This policy **does not** apply to:

- a) Members of County Council, who are governed by the County of Frontenac Code of Conduct for Members of County Council and Committees. Any complaints against a Member of County Council should be directed to the County of Frontenac's Integrity Commissioner. Information on how to make a complaint to the County's Integrity Commissioner may be found on the County's website at: www.frontenacounty.ca
- b) Staff, when working on behalf of the County's member municipalities, including shared services and contracted services. Such complaints should be directed to the member municipality that the service is being performed on behalf of. Contact information for the County's member municipalities can be found below under Complaints about the County's member municipalities.



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The following types of complaints are outside of the County's jurisdiction and should be directed as follows:

- Complaints about the County's member municipalities:
 - [Township of North Frontenac](#)
 - [Township of Central Frontenac](#)
 - [Township of South Frontenac](#)
 - [Township of Frontenac Islands](#)
- Complaints regarding the City of Kingston in terms of its role as the Consolidated Service Manager responsible for providing social programs and services such as the Ontario Works Social Assistance Program, Provincial Child Care services, social housing, and Provincial Offences Court on behalf of the County of Frontenac should be directed to the [City of Kingston](#)

Policy Requirements

The County of Frontenac will deal with all complaints promptly, courteously, impartially and professionally. All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal.

All complaints will be dealt with in accordance with *the Municipal Freedom of Information and Protection of Privacy Act* and other applicable legislation. The identity of the complainant will be made known only to those who need to know in order to consider the complaint. All participants in the complaints process shall keep the details of the complaint confidential except as may be required by law. If the matter goes beyond the Chief Administrative Officer, it may be necessary to release the complainant's name and contact information during the resolution process.

Definitions

Complaint – any expression of dissatisfaction about the action or lack of action taken regarding operations or services provided by the County of Frontenac or by a person or body acting on behalf of the County of Frontenac. Complaints imply that the complainant is unhappy with the service and that they require a follow-up response in regards to the issue.

All complaints filed necessitate a response.



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Complainant – the person who is dissatisfied and filing the complaint. Anyone who uses or is affected by County services can make a complaint including: residents, people who work in or visit the County, local businesses or community groups.

What is not a formal complaint?

Regular feedback is encouraged and an important part of quality customer service. Regular feedback includes the following:

- **Feedback:** If you would like to provide feedback or ideas about the County's programs and services you may contact us [via email](#) or visit us in person.
- **Compliment** – an expression of appreciation for satisfactory or above-satisfactory service.
- **Request for accommodations:** If you require accommodations, you can visit our website [accessibility](#) page or call us at 613-548-9400.

Privacy

Complaints will be processed in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and other applicable legislation. The identity of the complainant and any associated personal information that could lead the complainant to be identified will be made known only to those who require the information to assess the complaint effectively. All participants in the complaints process will keep the personal information of the complainant confidential except where required by law.

Complaints can be submitted:

Complaints of a general nature may be submitted online via the County website at: www.frontenacounty.ca;

By telephone at: 613-548-9400;

By email: info@frontenacounty.ca;

By mail: 2069 Battersea Road, Glenburnie, ON K0H 1S0;

By fax at: 613-580-2567;

In person at the County Administrative Offices, 2069 Battersea Road, Glenburnie.



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If your complaint is regarding the **Frontenac Paramedic Service** it may contain personal health information and should be directed to the, Deputy Chief of Performance Standards, 613-548-9400, ext. 420 or via email at: FPScomplaints@frontenaccounty.ca

If your complaint is regarding the **Fairmount Home** it may contain personal health information and should be directed to the Director of Care, 613-548-9400, ext. 510 or via email at fmtcomplaints@frontenaccounty.ca

Ontario Ombudsman

The Ombudsman encourages municipalities to have local mechanisms for resolution of complaints. Accordingly, prior to submitting a complaint to the Ombudsman, a formal written complaint should be submitted to the County of Frontenac for review.

Service Standards

The following Service Standards will be adhered to in the handling of all complaints received.

- Complainants must receive an acknowledgement of receipt of their complaint and an assigned tracking number within three business days. This acknowledgement must identify who will be following up on the complaint as well as their contact information.
- A final response or update must be sent to the complainant within 20 business days, barring exceptional circumstances.

Compliance

Senior Leadership is responsible for implementation and ongoing compliance with the Corporate Complaints Handling Policy.

An annual report will be provided to Council indicating the number of complaints received during the year, the number of complaints meeting service standards, the number of complaints outstanding and the number of complaints not meeting service standards.



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Responsibilities

Employees: All employees are to have knowledge and awareness of the County's requirement to receive complaints, the process through which a complaint can be made and the service standards that apply to complaints.

Managers: Managers are responsible for the receipt and response of all complaints according to the service standards set out.

Senior Leaders: Senior Leaders hold responsibility for departmental compliance to the Corporate Complaints Handling Policy.

Legislative and Administrative Authorities

[Bill 8, the Public Sector and MPP Accountability and Transparency Act](#)
[Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#)

Complaint Handling Principles:

What are our values? The Employee Code of Conduct

The County of Frontenac acknowledges each member of our community our staff and clients, including residents, family members, auxiliary, volunteers, and other members of our extended community is unique and must be treated with respect, dignity and compassion. Each employee must carry out his/her duties and responsibilities in a manner that recognizes a fundamental commitment to the betterment of the community and the wellbeing of its residents and the public he/she serves.

What guides the County in its complaint handling?

- Customer-focus: We are committed to continuous improvement in service delivery.
- Accountability: Complaints are handled in a fair, respectful and transparent manner, as quickly as possible.
- Responsiveness: Complaints are tracked and the Complainant is informed of each step.
- Accessibility: Information on how to submit a complaint is easily found on the County's website and through other County outreach mechanisms.
- Simplicity: The process must be simple to understand and easy to use. Complainants are guided on what to include in the complaint.



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- Confidentiality: Complaints will be dealt with in a confidential manner according to MFIPPA. Information will be collected, used and disclosed in accordance with the Act.

Formal complaint process:

Formal complaints should be in writing. A form is provided and available on the website as well as in alternative formats. Include information such as:

- o Details of what happened.
- o Where did this happen? Is it within the County's areas of responsibility?
- o When?
- o Who was involved?
- o What was said or done?
- o What kind of resolution is being sought?
- o Contact details of the Complainant.

Anonymous complaints: The County of Frontenac will not investigate anonymous complaints.

Note: Early and informal resolution is encouraged. Staff must have clear delegation and authority to resolve complaints in an informal manner at first contact, without the necessity of engaging this formal process. These types of complaints resolution should be saved in the complaints folder so that they can be included in annual statistical reports to Council.

Monitoring/Contraventions

The Chief Administrative Officer (CAO) will monitor compliance with this policy and will follow up with appropriate departments as required.

Enquiries

For more information on this policy please contact:

Jannette Amini, Dipl.M.M., CMO
Manager of Legislative Services/Clerk
County of Frontenac - Corporate Services



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2069 Battersea Road
Glenburnie ON K0H 1S0
Phone: 613-548-9400 x 302



November 30, 2015

Greetings,

With the New Year fast approaching, our Office would like to provide you with information about the expansion of the Ombudsman's jurisdiction to municipalities. As of January 1, 2016, the Ombudsman can begin accepting, resolving and investigating complaints about municipalities under the *Public Sector and MPP Accountability and Transparency Act, 2014*. The Ombudsman's jurisdiction will extend to municipalities, local boards and municipally-controlled corporations, with some exceptions as set out in regulation.

The Ontario Ombudsman is an independent officer appointed by the Legislative Assembly of Ontario to conduct impartial investigations into individual and systemic issues relating to the administrative conduct of public bodies. The Ombudsman's services are available to anyone free of charge.

As we do with the tens of thousands of provincial complaints we handle every year, we will work to resolve complaints about municipalities wherever possible. We resolve most complaints without the need for an investigation or report.

We are an office of last resort, meaning individuals should exhaust any available appeal mechanisms (such as the Ontario Municipal Board) before complaining to the Ombudsman. The Ombudsman also strongly encourages municipalities to resolve local issues at the local level, and to create their own complaint resolution mechanisms, which may include appointing accountability officers such as integrity commissioners, ombudsman and auditors general.

If internal complaint mechanisms are unable to resolve the problem and the Ombudsman determines that an investigation is warranted (either into an individual complaint issue or a broader systemic one), relevant municipal sector entities will be notified by our Office and required to co-operate with our investigation. The Ombudsman may report findings and recommendations publicly. However, the Ombudsman cannot overturn any decisions of a municipal sector entity, and recommendations are not binding.

The Ombudsman's Office has 40 years of experience in resolving and investigating administrative problems throughout the provincial government. We handle more than 23,000 complaints each year by applying alternate dispute resolution strategies – resolving over half of all cases in less than two weeks.

At the same time, almost all of the Ombudsman's recommendations for systemic change have been accepted by the government in the past 10 years, resulting in administrative improvements that have positively affected millions of Ontarians (e.g., expansion of newborn screening, a more secure lottery system, better monitoring of unlicensed daycares). We have always received excellent co-operation from the public bodies we oversee.

We have recently reached out to the Association of Municipalities of Ontario, the Association of Municipal Managers, Clerks and Treasurers of Ontario and other stakeholders to share information about our Office's role. Today, we are also inviting you to complete a brief online survey (information attached) that will help us in responding to any complaints we may receive about your municipality. Please note



that we are seeking contact information for officials who have direct responsibility for areas related to complaint resolution, as opposed to protocol officers or communications staff. Although we are happy to deal with these officials for communications-related matters, when we make inquiries about complaints, we communicate directly with staff who have the most relevant information about the matter at issue.

For more information about how we work and our new mandate with respect to municipalities, you might wish to review our Frequently Asked Questions at <https://ombudsman.on.ca/About-Us/MUS-FAQ.aspx> and our new brochure, *Complaints about Municipalities*, at <http://www.ombudsman.on.ca/Resources/Brochure.aspx>.

We also have an Open Meeting Law Enforcement Team which deals with complaints that municipal meetings have been improperly closed to the public under the *Municipal Act*. For more information on the activities of the Open Meeting Law Enforcement Team, please see our OMLET Annual Report here: <https://ombudsman.on.ca/Investigations/Municipal-Meetings/Municipal-Annual-Reports.aspx>.

Our latest Annual Report, published in July for the 2014-2015 fiscal year, also provides a good overview of our work. It can be found online here: <https://ombudsman.on.ca/Resources/Reports/2014-2015-Annual-Report.aspx?lang=en-CA>. You can also receive information about our office monthly by subscribing to our e-newsletter at <https://ombudsman.on.ca/Newsroom/E-Newsletter.aspx>.

My team and I would be happy to answer questions, provide copies of our publications, or connect you with our colleagues who will be working on municipal cases. Please contact us by emailing thewatchdog@ombudsman.on.ca, or call our Communications Officers: Laura Nadeau (416-586-3402) or Cynthia McQueen (416-586-3525).

Sincerely,

Linda Williamson
Director of Communications, Office of the Ombudsman of Ontario

Encl.



MUNICIPALITY CONTACT SURVEY

As noted in our letter, in anticipation of the Ontario Ombudsman's new jurisdiction over municipalities as of January 1, 2016, our Office would appreciate receiving some information about your municipality to assist us in responding to any complaints we may receive.

We kindly ask that you complete the online, confidential survey here:

<https://www.surveymonkey.com/r/XQCMLTS>

The information gathered will be used by our staff to inquire about relevant processes and, where necessary, to provide referrals to complainants.

After January 1, 2016, should any complaints remain unresolved after relevant processes have been exhausted within your municipality, you may refer individuals to the Ombudsman's office at <https://ombudsman.on.ca/Make-A-Complaint.aspx>.

Should you have any questions about the survey, our Office, or anything else relating to our work and new role relating to municipalities, please email our Communications team at thewatchdog@ombudsman.on.ca and we will be happy to assist you. Our Communications Officers would also be happy to answer your questions, or refer you to someone who can: Laura Nadeau (416-586-3402) or Cynthia McQueen (416-586-3525).



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9/9/2016

Ontario Ombudsman - Municipality Survey



**ONTARIO'S WATCHDOG
CHIEN DE GARDE DE L'ONTARIO**

Ontario Ombudsman - Municipality Survey

In anticipation of the Ontario Ombudsman's jurisdiction over municipalities as of January 1, 2016, our office would appreciate receiving some information about your municipality to assist us in better responding to any complaints we may receive.

If you have any questions, please email thewatchdog@ombudsman.on.ca or contact our Communications Officers: Laura Nadeau at 416-586-3402 or Cynthia McQueen at 416-586-3525.

*** 1. Please identify your municipality.**

2. Who is completing this survey on behalf of the municipality?

Name	
Title	
Telephone number	
Email address	

3. Please provide the contact information for your Chief Administrative Officer and your Clerk.

CAO name	
----------	----------------------

<https://www.surveymonkey.com/r/XQCMLTS>

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9/9/2016

Ontario Ombudsman - Municipality Survey

CAO telephone
number

CAO email address

Clerk name

Clerk telephone
number

Clerk email address

4. Does your municipality have an ombudsman?☐ Yes☐ No**5. If yes, please provide the ombudsman's contact information.**

Name

Telephone number

Email address

Link to webpage (if
available)Link to terms of
reference/memorand
um of agreement (if
available)**6. Does your municipality have an integrity commissioner?**☐ Yes☐ No**7. If yes, please provide the integrity commissioner's contact information.**

Name

Telephone number

<https://www.surveymonkey.com/r/XQCMLTS>

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9/9/2016

Ontario Ombudsman - Municipality Survey

Email address

Link to webpage (if available)

Link to terms of reference/memorandum of agreement (if available)

8. Does your municipality have an auditor general?☐ Yes☐ No**9. If yes, please provide the auditor general's contact information.**

Name

Telephone number

Email address

Link to webpage (if available)

Link to terms of reference/memorandum of agreement (if available)

10. Does your municipality have a general complaints policy or procedure?☐ Yes☐ No**11. If yes, please provide the following information.**

Title of policy or procedure

Link to policy or procedure (or send it by email)

<https://www.surveymonkey.com/r/XQCMLTS>

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9/9/2016

Ontario Ombudsman - Municipality Survey

Primary contact
name

Primary contact title

Primary contact
telephone

Primary contact email

12. Does your municipality have a code of conduct?☐ Yes☐ No**13. If yes, please provide the following information.**Title of code of
conductLink to code of
conduct (or send it by
email)Primary contact
name

Primary contact title

Primary contact
telephone

Primary contact email

14. Please list any local boards or municipally-controlled corporations associated with your municipality, or provide a link where this information is available.**15. If there is any additional information you wish to share with the Ombudsman's office, please indicate it below.**<https://www.surveymonkey.com/r/XQCMLTS>

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9/9/2016

Ontario Ombudsman - Municipality Survey

16. We will be providing brochures about our Office to every municipality.

How many
brochures?

Mailing address

17. If you would like to sign up to receive the Ombudsman's monthly newsletter, please indicate your email address.

Email address

18. Is there other information or outreach material we can provide that would be of assistance?

Done

Powered by



See how easy it is to [create a survey](#).



Report 2016-115

Recommend Report to Council

To: Warden and Council Members of the County of Frontenac

From: Kelly J. Pender, Chief Administrative Officer

Prepared by: Marian VanBruinessen, Director of Corporate Services/Treasurer

Date of meeting: October 19, 2016

Re: Corporate Services – Frontenac-Howe Islander Ferry Fees and Fares Schedule

Recommendation

Resolved That Council of the County of Frontenac receive the Corporate Services – 2017 Frontenac-Howe Islander Ferry Fees and Fares Schedule report;

And Further That a by-law be introduced later in the meeting to adopt the 2017 Frontenac-Howe Islander Ferry Fees and Fares Schedule.

Background

The County of Frontenac establishes its fees and fares schedule for the Frontenac-Howe Islander Ferry operation annually. The ferry links the west end of Howe Island with the mainland at Kingston.

The County has, in past discussions, indicated that the operation of the ferry should not be a financial burden to the County. Within this philosophical framework, there are a number of ways to realize the municipal funding through different fees and fares scenarios.

The agreement between the County of Frontenac and the Ministry of Transportation allows for a ferry revenue reserve to be maintained up to 5% of the current operating expenditures.

A new structure for fees and fares was instated beginning in 2005 which standardized the rates charged for both the Township Ferry and the Frontenac-Howe Islander Ferry and created a common revenue account. At that time, the pass price was reduced and

the ticket price increased. Having utilized this formula since 2005, it appears to meet the required contributions of both the Township and the County to the ferry operations.

Comment

The 2017 pass is again proposed to provide access to both the County and the Township ferries and the common fee structure for the Township and the County ferries is also proposed to continue.

2017 Fees and Fares

Staff propose that fees should only be collected when vehicles are coming on to Howe Island from either ferry.

In 2013 an exemption was provided for all vehicles identified as undertaking business for the Township of Frontenac Islands. No other major change is suggested in the overall principles currently in place for the fees and fares.

The County and the Township will continue to make available temporary passes to provide for short term requirements, which can be arranged at the Frontenac-Howe Islander Ferry office or the Township of Frontenac Islands' municipal office on Howe Island.

The discounted tickets to provide to visiting friends and family will be continued in 2017. One book of 10 tickets will be sold per pass holder for a price of \$45.00 to accommodate this requirement.

It is proposed that the pass price be increased by 2%.

It is suggested that the cost of the pass and the fees be amended as follows:

Annual pass for a single vehicle	* \$255.00
One additional annual pass for a single vehicle per household **	* \$64.50
Two way trip for single vehicle	\$6.00
Two way trip for single vehicle with trailer in tow	\$12.00
Additional charges for annual pass holder with trailer in tow	\$6.00
Two way trip for any heavy vehicle	\$15.00
Replacement fee per annual pass (Charged for every replacement)	\$25.00

Definitions

Single Vehicle

Single vehicle will include a car, motorcycle, van, SUV, or pickup truck.

Heavy Vehicle

Any vehicle greater than 6000 kgs and/or 7 metres (23 feet).

- * These fees will be discounted by 10% for applicants who can show documentation indicating they are 65 years of age or older during 2017.

****** A second pass for \$64.50 will only be available if the second vehicle involved is registered to:

- The same individual who purchased the first full-price 2017 annual pass;
- An individual who is married to or is in a common-law relationship with the full-price 2017 annual pass purchaser;
- The dependent child of a full-price 2017 annual pass purchaser or the full-price pass purchaser's married or common-law spouse who is under the age of 18;
- The dependent child of a full-price 2017 annual pass purchaser or the full-price pass purchaser's married or common-law spouse who is over the age of 18 only if the dependent child has both the same permanent address as the full-price 2017 annual pass purchaser and is attending school full-time.

Documentation must be provided that satisfies the staff person issuing the passes.

A third pass at a reduced rate is not available.

- Township of Frontenac Islands' vehicles and vehicles which, through previous notification, the Township of Frontenac Islands identifies as undertaking Township business are exempted.

A memorandum of understanding addressing the details of this arrangement has been executed to address the sharing of revenues between the County and the Township.

The Council of the Township of Frontenac Islands considered this schedule of fees and fares at its meeting in October 11, 2016 and approved the direction recommended.

Financial Implications

Under its agreement with the Ministry of Transportation the County can reserve up to 5% of operating expense in a reserve to mitigate ferry revenue fluctuations.

The proposed increase is in line with the increased costs anticipated for the service in 2017.

Organizations, Departments and Individuals Consulted and/or Affected

D. Plumley, CAO, Township of Frontenac Islands

C. Dwyre, Deputy Treasurer, Township of Frontenac Islands



Report 2016-116

Council Information Report

To: Warden and Council
From: Kelly Pender, Chief Administrative Officer
Prepared by: Anne Marie Young, Manager of Economic Development
Date of meeting: October 19, 2016
Re: **Planning and Economic Development – Age-Friendly
Community Plan**

Recommendation

This report is for information purposes only.

Background

At its regular meeting in January 2015 Council received a report from Corporate Services and authorized staff to take the necessary steps to complete and submit an application to the Age-Friendly Community Planning Grant Program for the development of an Age-Friendly Action Plan for the County of Frontenac.

An age-friendly community is a one where policies, services and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health and continue to participate fully in their communities. Age-friendly planning helps communities assess their needs and can eventually lead to local improvements such as installing automatic doors, adding benches in parks and roadways, increasing accessibility of businesses.

At the regular meeting in May 2015, Council received correspondence from the Province of Ontario that the application was approved for \$35,000 and that the project is to be completed by December 31, 2016.

Comment

Due to staff changes during the past year, staff got off to a later start than anticipated. A request for proposal was issued in July for a consultant to deliver our exercise. The consulting company MMM Group was hired through a request for proposal (RFP) process that was conducted in July 2016.

A steering committee was formed made up from volunteers from the County's Accessibility Advisory Committee and the Community Development Advisory Committee. In correspondence at its September regular meeting Council received a copy of the invitation to the visioning workshop which was held on October 4, 2016. Here a vision was drafted and go-forward work plan was discussed for the community engagement process. It was decided to hold two Age-Friendly Expos; one held in Sydenham on November 18th and one held in Sharbot Lake on November 19th.

At the Expo we will provide education to the broader public on "age-friendly communities"; review existing information and findings to date; provide resources to seniors and family members/friends from the County local organizations, groups, etc. and engage the broader public in the process through facilitated focus groups.

Staff has asked the Province for an extension to mid-February, 2017 to complete the plan.

Sustainability Implications

This plan adheres to a guiding principle in Sustainable Actions 2014 as follows: Age-friendly rural and remote communities should be supported so that residents can live fulfilled lives without having to locate to urban centres. Rural-urban migration depletes the countryside, increases unsustainable urban sprawl and diminishes traditional rural culture. It can also separate families and friends, removing supports and creating alienation.

Financial Implications

Funding was approved for \$35,000 of which \$21,000 has been received. An additional \$5000 of in-kind contribution from the County consists of staff time, meeting venues and related expenses.

Organizations, Departments and Individuals Consulted and/or Affected

County of Frontenac
Frontenac islands
South Frontenac
Central Frontenac
North Frontenac
South Frontenac Community Services
North Frontenac Community Services



Report 2016-117

Recommend Report to Council

To: Warden and Members of County Council
From: Kelly Pender, Chief Administrative Officer
Prepared by: Jannette Amini, Manager of Legislative Services/Clerk
Date of meeting: October 19, 2016

Re: Corporate Services – Bill 8 Compliance Update Report

Recommendation

This report is for information purposes only.

Background

On January 1, 2016 the *Ombudsman Act* was amended to expand the Acts jurisdiction to investigations in respect of public sector bodies. Various amendments were made to the Act in order to reflect this expanded jurisdiction. It made amendments to a number of pieces of legislation affecting municipalities.

Comment

The following is an overview of the changes that affected municipalities as a result of Bill 8 and the status of County Policies, By-laws and Procedures which have been amended to ensure compliance with these changes:

1. Closed Meetings and Investigations
The Municipal Act, 2001 was amended and a new subsection 239(3)(b) mandates that a meeting or part of a meeting shall be closed if the subject matter is in regards to an ongoing investigation by the Ombudsman. At the March 16, 2016 regular Council meeting, the County's Procedural By-law was amended to accurately reflect this new mandatory closure requirement.
2. Patient Ombudsman
The jurisdiction of the Ombudsman was expanded to investigations in respect of public sector bodies, including municipalities, local boards and municipally-controlled corporations. That being said, a number of boards were exempt, including a committee of management established under the *Long-term Care Homes Act, 2007*. The position of Patient Ombudsman was established in Bill 8 and Ms. Christine Elliott

was appointed on December 10, 2015, effective July 1, 2016. The term of office is for 5 years. The responsibilities of the Patient Ombudsman is to:

- a) Respond to unresolved complaints from patients, residents, clients and their caregivers;
- b) Investigate a health sector organization on his or her own initiative;
- c) Make recommendations to a health sector organization that is the subject of an investigation
- d) Report to the Ministry of health and Long-Term Care on his or her activities and recommendations annually and provide reports to the LHIN

Fairmount Home, which is exempt from the Provincial Ombudsman has been advised that it is now subject to oversight by the Patient Ombudsman for Long-term Care Homes and their protocols/procedures are in the process of being updated accordingly.

3. Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)

Effective January 1, 2016, the following amendments were made to MFIPA as a result of Bill 8

Section 4.1

Every head of an institution shall ensure that reasonable measures respecting the records in the custody or under the control of the institution are developed, documented and put into place to preserve the records in accordance with any recordkeeping or records retention requirements, rules or policies, whether established under an Act or otherwise, that apply to the institution

Section 41 (c1) now makes it an offence to;

alter, conceal or destroy a record, or cause any other person to do so, with the intention of denying a right under this Act to access the record or the information contained in the record; Accountability Officers/Ombudsman

The County of Frontenac has a contracted service with the Information Professionals which updates yearly the County's retention by-law based on changes in legislation and best practices. The County also has in place policies respecting the records in its custody and control to preserve its records.

In 2016, the County training was also provided to all staff around the County's filing system (TOMRMS), including the recent amendments made to MFIPPA and the County's Records Management Policies.

4. Accountability Officers/Ombudsman

In 2006, Bill 130 provided municipalities the discretion to appoint various Accountability Officers: Integrity Commissioner; Auditor General; Lobbyist Registrar; and Ombudsman.

Bill 8 expanded the jurisdiction of the Provincial Ombudsman to become the default Ombudsman if a municipality had not appointed one. This expanded jurisdiction

allows the Ombudsman to investigate any decision, recommendation, act or omission in the course of the administration of a public sector body.

The Ombudsman's Office has made it very clear that they are an office of last resort and that individuals should exhaust any available appeal mechanisms before complaining to the Ombudsman. Further to this, in a letter dated November 30, 2015, the Ombudsman has strongly encouraged municipalities to resolve local issues at the local level, and to create their own complaint resolution mechanisms. Municipalities were also asked at this time to complete a brief survey that would assist the Ombudsman's Office in responding to any complaints it may receive respecting the municipality, which included questions around if the municipality had in place a complaints handling policy.

Staff completed the on-line survey in December 2015 and at its October 19, 2016 meeting, Council will have established a Complaints Handling Policy which will be posted to the County's website.

5. Statutory Technicality – *Ombudsman Act*

Through Bill 8, Sections 1.1 to 1.3 were added to the *Ombudsman Act* which set out who is considered to be the head of public sector bodies that are not governmental organizations. In March, 2016 Council passed a by-law to designate the responsibilities of "head of the County of Frontenac" to the Warden who subsequently has delegated this responsibility to the Clerk, as per Section 1.1 of the *Ombudsman Act*. Council also, through that same by-law, delegated the Clerk as the "Head" for the purposes of MFIPPA.

Sustainability Implications

Good governance is critical to the sustainability of a community and provides the necessary framework to guide members of council fairly and courteously through meetings of council and committees aids good decision-making.

Financial Implications

There are no financial implications directly associated with the adoption of a revised procedure by-law.

Organizations, Departments and Individuals Consulted and/or Affected

Marian VanBruinessen, Director of Corporate Services/Treasurer
Chief Paul Charbonneau, Director of Emergency and Transportation Services
Lisa Hirvi, Acting Administrator, Fairmount Home.

Comment

As directed by the resolution, a copy of the shared communications proposal was circulated to the Townships for comments. Resolutions from the Township Councils have been received as follows:

- Township of North Frontenac does not endorse the Shared Services Delivery (Communications) proposal.
- Township of Central Frontenac does not endorse the Shared Services Delivery (Communications) proposal at this.
- Township of South Frontenac receives the County request for shared services without endorsement
- Township of Frontenac Islands receive without endorsement the Shared Service Delivery/Shared Communications Proposal submitted by Frontenac County CAO Kelly Pender

A copy of the Township resolutions are attached to this report as Appendix A.

The Chief Administrative Officer will continue to work with the Townships to review the potential for shared service delivery in the remainder of the eight areas that were included in report 2015-045 as well as a potential for shared communications should the need or desire arise in the future.

Sustainability Implications

Good governance is critical to the sustainability of a community. A Procedure By-law that provides the necessary framework to guide members of council fairly and courteously through meetings of council and committees aids good decision-making.

Financial Implications

There are no financial implications associated with this report.

Attachments

Attachment A Resolutions from the Townships

Organizations, Departments and Individuals Consulted and/or Affected

Township of North Frontenac
Township of Central Frontenac
Township of South Frontenac
Township of Frontenac Islands



September 12, 2016

County of Frontenac

Via E-mail jamini@frontenacounty.ca

Attention: Jannette Amini, Dipl.M.M., CMO

Dear Ms. Amini:

Re: Shared Communications Proposal

Further to your letter dated August 2, 2016, please be advised the Council of the Corporation of the Township of North Frontenac passed the following Resolution at their meeting September 2, 2016:

Moved by Councillor Martin, Seconded by Councillor Good #398-16

BE IT RESOLVED THAT Council receives for information a letter dated August 2, 2016 from Janette Amini, Manager of Legislative Services/Clerk, County of Frontenac, enclosing the County CAO's recommendation report to the Frontenac County Council regarding the Shared Services Delivery (Communications) Proposal; **AND THAT** County Council received the report, without endorsement and instructed the County Clerk to circulate it to each member Municipality for their review and comment by October 19, 2016;

AND THAT the Frontenac Township Chief Administrative Officers only received the County CAO's draft report, without endorsement, prior to it being referred to County Council;

AND THAT the Council of the Township of North Frontenac does not endorse the Shared Services Delivery (Communications) proposal.

Carried

If you have any further questions please don't hesitate to contact Cheryl Robson, Chief Administrative Officer (CAO).

Yours truly,

Tara Mieske

Tara Mieske
Clerk/Planning Manager
TM/bh

c.c Cheryl Robson, CAO

ADMINISTRATION

#12

Corporation of the Township of Central Frontenac – September 13, 2016
97-2016 Shared Communications Services



Resolution #250 - 2016

Moved by Brent Cameron Seconded by [Signature]

BE IT RESOLVED THAT Council for the Township of Central Frontenac receive for information a letter dated August 2, 2016 from Jannette Amini, Manager of Legislative Services/Clerk, County of Frontenac, enclosing the County CAO's recommendation report of the Frontenac County Council regarding the Shared Services Delivery (Communications) Proposal;

AND THAT County Council received the report, without endorsement and instructed the County Clerk to circulate it to each member Municipality for their review and comment by October 19, 2016;

AND THAT the Frontenac Township Chief Administrative Officers only received the County CAO's draft report, without endorsement, prior to it being referred to County Council;

AND THAT the Council for the Township of Central Frontenac does not endorse the Shared Services Delivery (Communications) proposal at this time.

Carried ✓
Defeated _____

Mayor/Chair [Signature]

Recorded Vote	F. Smith _____	B. Cameron _____	P. Smith _____
	C. Kelsey _____	T. Dewey _____	S. Whan _____
	B. MacDonald _____	V. Heese _____	J. Riddell _____



TOWNSHIP OF SOUTH FRONTENAC

Box 100
4432 George Street
Sydenham, Ontario, K0H 2T0

Telephone 376-3027 / 1-800-559-5862
FAX (613) 376-6657
E-mail: worr@southfrontenac.net

September 7, 2016

Ms. Jannette Amini, Manager of Legislative Services/Clerk
County of Frontenac
2069 Battersea Road
Glenburnie, Ontario
K0H 1S0

Dear Ms. Amini:

At their meeting held September 6, 2016, the Council of the Township of South Frontenac approved the following resolution:

"THAT Council receives the County request for shared services without endorsement. Carried."

Council appeared to be supportive of communications being done in-house rather than at the County level.

I trust this is satisfactory for your purposes.

Yours sincerely

A handwritten signature in black ink, appearing to read "Wayne Orr", is written over the typed name.

Wayne Orr
Chief/Administrative Officer

WO:am



Township of Frontenac Islands

WOLFE ISLAND OFFICE:
P.O. BOX 130 , 1191 ROAD 96
WOLFE ISLAND, ON K0H 2Y0
Phone (613) 385-2216 Fax (613) 385-1032
dplumley@kos.net

tquist@kos.net

HOWE ISLAND OFFICE:
50 BASELINE ROAD, R.R.#4
GANANOQUE, ON K7G 2V6
Phone (613) 544-6348 Fax (613) 548-7545
cdwyre@kos.net

Jannette Amini, Dipl.M.M., CMO
Manager of Legislative Services/Clerk Corporate Services
County of Frontenac
2069 Battersea Road,
Glenburnie ON K0H 1S0

September 19, 2016

Dear Ms. Amini:

Please see the motion below referencing the Shared Service Delivery/Shared Communications proposal.

Moved By: Councillor Springgay (20-12/09-2016)

Seconded By: Councillor Higgs

THAT the Council of the Corporation of the Township of Frontenac Islands receive without endorsement the Shared Service Delivery/Shared Communications Proposal submitted by Frontenac County CAO Kelly Pender.

CARRIED

Darlene Plumley
C.A.O./Clerk
Township of Frontenac Islands



Report 2016-119

Council Information Report

To: Warden and Council
From: Kelly Pender, Chief Administrative Officer
Prepared by: Lisa Hirvi, Interim Administrator
Date of meeting: October 19, 2016
Re: Fairmount Home – Quarterly Update Activity Report

Recommendation

This Report is for information purposes only.

Background

The following information is an update regarding the activities/challenges at Fairmount Home from July 1, 2016 to September 30, 2016 as well as significant updates in October 2016.

Comment

Respiratory Outbreak

A respiratory outbreak was declared on August 8, 2016 and ended on August 24, 2016. There were 17 residents and zero staff affected. Congratulations to the management and staff who successfully managed the outbreak. The Legislated reporting was completed to the required Ministries including the Ministry of Health & Long-Term Care (MOHLTC), Ministry of Labour (MOL) as well as Kingston, Frontenac, Lennox & Addington (KFL&A) Public Health.

Unfortunately, another respiratory outbreak was declared on September 28, 2016. To-date there are six (6) residents but no staff affected. Management and staff are working together to contain the outbreak and are reporting to the required ministries.

Public Health Inspection

KFL&A Public Health conducted a Food Safety Inspection on August 23, 2016. There were two (2) issues, which were about food safety, proper storage of food, contact items, equipment/utensils sanitation for the proper use and storage of clean utensils.

Ministry of Health & Long-Term Care Critical Incident System Inspection (CI)

The Ministry of Health and Long-Term Care (MOHLTC) conducted a Critical Incident System Inspection on August 25 to 31, 2016. This inspection was for one (1) critical incident and two (2) complaints related to resident care. The public version of the report is attached and has been posted at Fairmount Home for public review. It is also available on the Ministry's Reports on Long-Term Care Homes website. Fairmount Home received two (2) written notifications for failing to comply with a resident's plan of care and failing to report a critical incident, as well as, one (1) voluntary plan of correction to ensure that the care set out in the plan of care is actually provided to the resident. There were no compliance orders, director referrals, or work and activity orders. All recommendations contained in the report were acted upon by management and staff. Thank you to the management and staff who worked professionally and cooperatively with the Ministry's inspector.

Education and Training

OANHSS Annual Meeting and Convention was held on April 25 to 27, 2016. Three management team members attended different concurrent workshops regarding resident care, legislation and compliance, and human resource management. It was also an opportunity to network with colleagues across Ontario.

On June 6 and 7, staff attended mandatory annual training that is required under the *Long Term Care Homes Act, s. 76(7)*. Further sessions will be held in October and November for staff who was unable to attend the previous sessions. Historically, the training has been provided on-site by the management team. This year a hybrid model was used in which staff attended on-site, but the content was presented via web-based software, SURGE. In 2017 staff will use the SURGE software solely to complete their training.

On June 29 and 30, Learning to See (LTS) commenced LEAN training to the second wave of yellow belts. The trainees included three from Fairmount Home including one from management and two frontline staff. The training will be completed in 2016.

Quarterly Statistics (July 1, 2016 to September 30, 2016)

Measurable Statistic	Number of Occurrences	Comment
Number of new admissions	14	
Number of resident deaths	15	
Number of discharges to other facilities	5	
Number of MOHLTC critical incidents	7	Critical incidents (3) and mandatory reports (4)
Number of public health incidents (outbreaks)	2	Respiratory outbreaks – August & September
Number of new WSIB Form 7	7	
Number of employees on prolonged short-term disability	6	
Number of employees on long-term disability	5	
Number of new CUPE grievances	6	
Staff changes:		
Employment ended	5	
Retirements	2	
Resignations	3	
Internal postings/hires	21	

Sustainability Implications

Not applicable

Financial Implications

Not applicable

Organizations, Departments and Individuals Consulted and/or Affected

Fairmount Home Management Team
Fairmount Staff
Frontenac County Staff
Residents
Volunteers


**Ministry of Health and
Long-Term Care**
**Inspection Report under
the Long-Term Care
Homes Act, 2007**
**Ministère de la Santé et des
Soins de longue durée**
**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

Ottawa Service Area Office
347 Preston St Suite 420
OTTAWA ON K1S 3J4
Telephone: (613) 569-5602
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Bureau régional de services d'Ottawa
347 rue Preston bureau 420
OTTAWA ON K1S 3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

Public Copy/Copie du public

Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Sep 6, 2016	2016_347197_0022	021683-16/022759-16, 024910-16	Complaint

Licensee/Titulaire de permis

THE CORPORATION OF THE COUNTY OF FRONTENAC
2069 Battersea Road Glenburnie ON K0H 1S0

Long-Term Care Home/Foyer de soins de longue durée

FAIRMOUNT HOME FOR THE AGED
2069 Battersea Road R. R. #1 Glenburnie ON K0H 1S0

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

JESSICA PATTISON (197)

Inspection Summary/Résumé de l'inspection



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

The purpose of this inspection was to conduct a Complaint inspection.

**This inspection was conducted on the following date(s): August 25-31 (on-site),
Sept 1, 2 (off-site), 2016**

Three logs were inspected as part of this report.

**During the course of the inspection, the inspector(s) spoke with the Administrator,
the Director of Resident Care, the Assistant Director of Resident Care, Registered
Nurses, Registered Practical Nurses, Personal Support Workers, residents and
resident's family members.**

**The inspector also observed resident care and reviewed resident health care
records, internal investigation files, a critical incident report and
policies/procedures related to falls prevention and management.**

**The following Inspection Protocols were used during this inspection:
Continence Care and Bowel Management
Falls Prevention
Nutrition and Hydration
Personal Support Services**

During the course of this inspection, Non-Compliances were issued.

**2 WN(s)
1 VPC(s)
0 CO(s)
0 DR(s)
0 WAO(s)**



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).	Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6.
Plan of care**

Specifically failed to comply with the following:

s. 6. (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).

Findings/Faits saillants :

**Ministry of Health and
Long-Term Care****Inspection Report under
the Long-Term Care
Homes Act, 2007****Ministère de la Santé et des
Soins de longue durée****Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

1. The licensee has failed to ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

On a specified date, resident #002 fell and sustained an injury. The resident was sent out to hospital and returned with an order for a specific treatment.

Resident #002's family member indicated to the inspector that when arriving in the home on a specified date after the fall, resident #002 did not have the specific treatment applied. When the family member questioned RPN #108, he/she indicated that the RPN was unaware of the specified treatment in place.

During an interview with RPN #108 on August 26, 2016, she stated that she recalled the family member coming to her and telling her about the treatment that was to be in place for the resident. The RPN confirmed that at that time the resident did not have the treatment applied and that she was unaware of how to apply it since she does not work in the home that often and when she does, she is not always on the same unit. She stated that she called RN #107 to come apply the specified treatment.

RN #107 was interviewed on August 26, 2016 and stated that she recalls that the specified treatment was not applied by the RPN and that she was called down to the floor to complete the treatment for resident #002. She states that the instructions for applying the treatment were in the care plan and that the Medication Administration Record should have alerted the RPN to apply the treatment. She further stated that she then posted the instructions for applying the treatment on the board in the nursing station.

On a specified date, resident #002's treatment was not applied as per the resident's care plan. [s. 6. (7)]

Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the care set out in the plan of care is provided to resident #002 as specified in the plan, to be implemented voluntarily.



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 107. Reports re critical incidents

Specifically failed to comply with the following:

s. 107. (3) The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (4):

4. An injury in respect of which a person is taken to hospital. O. Reg. 79/10, s. 107 (3).

Findings/Faits saillants :

1. The licensee has failed to ensure that the Director was informed no later than one business day of an incident that caused an injury to a resident for which the resident was taken to hospital and that resulted in a significant change in the resident's health condition.

On a specified date, resident #002 fell and reported pain to a specific area. The resident was monitored and an x-ray was completed in the home four days after the resident fell. The decision was then made to send the resident to the hospital.

The progress notes indicate that the resident returned from the hospital the following day with a specific treatment and instructions in place . Progress notes on the two days following the resident's return from hospital indicated the resident had increased pain and was receiving increased amounts pain medication as needed.

Resident #002 sustained another fall nine days after the first fall and was sent to hospital for assessment. The resident returned to the home the following day with no new orders.

A critical incident report was submitted to the Director three days after the second fall, with details only of the second fall. The Director was not notified of the initial fall that caused an injury to the resident for which the resident was taken to hospital and resulted in a significant change in his/her health condition. [s. 107. (3) 4.]



**Ministry of Health and
Long-Term Care**

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Ministère de la Santé et des
Soins de longue durée**

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

Issued on this 6th day of September, 2016

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

Original report signed by the inspector.

By-Law No. 2016-0037

Of

The Corporation of the County of Frontenac

being a by-law to establish a fees and fares schedule for the Frontenac-Howe Islander Ferry operation for the year 2017

Whereas Section 391 of the *Municipal Act, 2001, S.O. 2001, c.25, as amended* authorizes a municipality to impose fees or charges on persons:

- (a) for services or activities provided or done by or on behalf of it;
- (b) for costs payable by it for services or activities provided or done by or on behalf of any other municipality or any local board; and
- (c) for the use of its property including property under its control.

And Whereas the Corporation of the County of Frontenac operates a ferry to and from Howe Island known as the Frontenac-Howe Islander Ferry;

And Whereas the Council of the County of Frontenac deems it expedient to adopt the following fees and fares in relation to the Frontenac-Howe Islander Ferry operation for the year 2017;

Now Therefore Be It Resolved That the Council of the County of Frontenac hereby adopts the following fees and fares structure in relation to the Frontenac-Howe Islander Ferry operation for the year 2017:

1. Definitions:

- (i) **Single Vehicle:** Single vehicle will include a car, motorcycle, van, SUV, or pickup truck.
- (ii) **Heavy Vehicle:** Heavy vehicle will include any vehicle greater than 6,000 kgs and/or 7 metres (23 feet).

- 2. The 2017 pass shall provide access to both the County and Township operated ferries.
- 3. A common fee structure shall apply for both the County and Township operated ferries.
- 4. Fees shall only be collected when vehicles are coming onto Howe Island from either the County or Township operated ferry.

5. 2017 Fees and Fares shall be established as follows:

Annual pass for a single vehicle	* \$255.00
One book of 10 discounted tickets sold per pass holder	\$45.00
One additional annual pass for a single vehicle per household **	* \$64.50
Two way trip for single vehicle	\$6.00
Two way trip for single vehicle with trailer in tow	\$12.00
Additional charges for annual pass holder with trailer in tow	\$6.00
Two way trip for any heavy vehicle	\$15.00
Replacement fee per annual pass (Charged for every replacement)	\$25.00

Definitions

Single Vehicle

Single vehicle will include a car, motorcycle, van, SUV, or pickup truck

Heavy Vehicle

Any vehicle greater than 6000 kgs and/or 7 metres (23 feet)

* These fees will be discounted by 10% for applicants who can show documentation indicating they are 65 years of age or older during 2017

** A second pass for \$64.50 will only be available if the second vehicle involved is registered to:

- The same individual who purchased the first full-price 2017 annual pass
- An individual who is married to or is in a common-law relationship with the full-price 2017 annual pass purchaser
- The dependent child of a full-price 2017 annual pass purchaser or the full-price pass purchaser's married or common-law spouse who is under the age of 19
- The dependent child of a full-price 2017 annual pass purchaser or the full-price pass purchaser's married or common-law spouse who is over the age of 19 only if the dependent child has both the same permanent address as the full-price 2017 annual pass purchaser and is attending school full-time

6. Documentation must be provided that satisfies the staff person issuing the passes.
7. A third pass at a reduced rate is not available.
8. Township of Frontenac Islands' vehicles and vehicles which, through previous notification, the Township of Frontenac Islands identifies as undertaking Township business are exempted.
9. A Memorandum of Understanding addressing the details of this arrangement has been executed to address the sharing of revenues between the County of Frontenac and the Township of Frontenac Islands.

10. That this by-law shall come into force and take effect on the date of final passing.

Read a first and second time this 19th day of October, 2016.

Read a third time and finally passed this 19th day of October, 2016.

The Corporation of the County of Frontenac

Frances Smith, Warden

Jannette Amini, Clerk

By-Law No. 2016-0038

of

The Corporation of the County of Frontenac

Being a by-law to establish a Formal Complaints Policy for the County of Frontenac

Whereas, the Ombudsman Act, R.S.O. 1990, c. O6 provides authority to the Ombudsman of Ontario to undertake investigations with respect to the municipal sector, including local boards as defined by the *Municipal Act*; and

Whereas, Part IV of the Municipal Act, 2001, S.O. 2001, c.25 sets out authorities and requirements for municipalities and local boards with regard to Accountability and Transparency; and

Whereas, the Council of the County of Frontenac deems it expedient and necessary to adopt a Formal Complaints Policy to ensure local mechanisms are in place to address formal complaints;

Now Therefore Be It Resolved That, the Council of The Corporation of the County of Frontenac enacts as follows:

- 1) **That** in the event of any conflict between any provisions of this by-law and any other by-law hereto are passed; the provisions of this by-law shall prevail;
- 2) **That** the Formal Complaints Handling Policy, attached and forming part of this by-law as Schedule "A", is hereby established and adopted;
- 3) **That** the Chief Administrative Officer be delegated authority to add, review and update complaints handling procedures to the Policy as required;
- 4) **That** this by-law shall come into force and take effect upon being passed by Council.

Read a First and Second Time this 19th day of October, 2016.

Read a Third Time, Signed, Sealed and Finally Passed this 19th day of October, 2016.

The Corporation of the County Of Frontenac

Frances Smith, Warden

Jannette Amini, Clerk



FRONTENAC



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Handling Policy**

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Effective Date: October 19, 2016

Policy Statement

Integrity is the foundation of public service and our shared values are the pillars that support it. As County employees, we are proud to perform our work with: Transparency, Impartiality, Respect, Trust and Accountability.

The County of Frontenac is committed to a consistent and uniform process to respond to complaints received from members of the public regarding its services, staff or operational procedures. This policy will outline the process to be followed and service standards for the handling of public complaints.

Purpose

The County of Frontenac recognises the importance of public feedback and welcomes complaints as a valuable form of feedback regarding its services, operations and staff. The information gained from complaints helps improve the quality of the services provided by the County and the client experience of those who reside in it.

Application

This policy **applies to:**

County employees, with the following exceptions:

This policy **does not** apply to:

- a) Members of County Council, who are governed by the County of Frontenac Code of Conduct for Members of County Council and Committees. Any complaints against a Member of County Council should be directed to the County of Frontenac's Integrity Commissioner. Information on how to make a complaint to the County's Integrity Commissioner may be found on the County's website at: www.frontenacounty.ca
- b) Staff, when working on behalf of the County's member municipalities, including shared services and contracted services. Such complaints should be directed to the member municipality that the service is being performed on behalf of. Contact information for the County's member municipalities can be found below under Complaints about the County's member municipalities.



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The following types of complaints are outside of the County's jurisdiction and should be directed as follows:

- Complaints about the County's member municipalities:
 - [Township of North Frontenac](#)
 - [Township of Central Frontenac](#)
 - [Township of South Frontenac](#)
 - [Township of Frontenac Islands](#)
- Complaints regarding the City of Kingston in terms of its role as the Consolidated Service Manager responsible for providing social programs and services such as the Ontario Works Social Assistance Program, Provincial Child Care services, social housing, and Provincial Offences Court on behalf of the County of Frontenac should be directed to the [City of Kingston](#)

Policy Requirements

The County of Frontenac will deal with all complaints promptly, courteously, impartially and professionally. All complainants will be treated with respect and will not receive adverse treatment or any form of reprisal.

All complaints will be dealt with in accordance with *the Municipal Freedom of Information and Protection of Privacy Act* and other applicable legislation. The identity of the complainant will be made known only to those who need to know in order to consider the complaint. All participants in the complaints process shall keep the details of the complaint confidential except as may be required by law. If the matter goes beyond the Chief Administrative Officer, it may be necessary to release the complainant's name and contact information during the resolution process.

Definitions

Complaint – any expression of dissatisfaction about the action or lack of action taken regarding operations or services provided by the County of Frontenac or by a person or body acting on behalf of the County of Frontenac. Complaints imply that the complainant is unhappy with the service and that they require a follow-up response in regards to the issue.

All complaints filed necessitate a response.



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Complainant – the person who is dissatisfied and filing the complaint. Anyone who uses or is affected by County services can make a complaint including: residents, people who work in or visit the County, local businesses or community groups.

What is not a formal complaint?

Regular feedback is encouraged and an important part of quality customer service. Regular feedback includes the following:

- **Feedback:** If you would like to provide feedback or ideas about the County's programs and services you may contact us [via email](#) or visit us in person.
- **Compliment** – an expression of appreciation for satisfactory or above-satisfactory service.
- **Request for accommodations:** If you require accommodations, you can visit our website [accessibility](#) page or call us at 613-548-9400.

Privacy

Complaints will be processed in accordance with the *Municipal Freedom of Information and Protection of Privacy Act* and other applicable legislation. The identity of the complainant and any associated personal information that could lead the complainant to be identified will be made known only to those who require the information to assess the complaint effectively. All participants in the complaints process will keep the personal information of the complainant confidential except where required by law.

Complaints can be submitted:

Complaints of a general nature may be submitted online via the County website at: www.frontenacounty.ca;

By telephone at: 613-548-9400;

By email: info@frontenacounty.ca;

By mail: 2069 Battersea Road, Glenburnie, ON K0H 1S0;

By fax at: 613-580-2567;

In person at the County Administrative Offices, 2069 Battersea Road, Glenburnie.



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If your complaint is regarding the **Frontenac Paramedic Service** it may contain personal health information and should be directed to the, Deputy Chief of Performance Standards, 613-548-9400, ext. 420 or via email at: FPScomplaints@frontenaccounty.ca

If your complaint is regarding the **Fairmount Home** it may contain personal health information and should be directed to the Director of Care, 613-548-9400, ext. 510 or via email at fmtcomplaints@frontenaccounty.ca

Ontario Ombudsman

The Ombudsman encourages municipalities to have local mechanisms for resolution of complaints. Accordingly, prior to submitting a complaint to the Ombudsman, a formal written complaint should be submitted to the County of Frontenac for review.

Service Standards

The following Service Standards will be adhered to in the handling of all complaints received.

- Complainants must receive an acknowledgement of receipt of their complaint and an assigned tracking number within three business days. This acknowledgement must identify who will be following up on the complaint as well as their contact information.
- A final response or update must be sent to the complainant within 20 business days, barring exceptional circumstances.

Compliance

Senior Leadership is responsible for implementation and ongoing compliance with the Corporate Complaints Handling Policy.

An annual report will be provided to Council indicating the number of complaints received during the year, the number of complaints meeting service standards, the number of complaints outstanding and the number of complaints not meeting service standards.



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Responsibilities

Employees: All employees are to have knowledge and awareness of the County's requirement to receive complaints, the process through which a complaint can be made and the service standards that apply to complaints.

Managers: Managers are responsible for the receipt and response of all complaints according to the service standards set out.

Senior Leaders: Senior Leaders hold responsibility for departmental compliance to the Corporate Complaints Handling Policy.

Legislative and Administrative Authorities

[Bill 8, the Public Sector and MPP Accountability and Transparency Act](#)
[Municipal Freedom of Information and Protection of Privacy Act \(MFIPPA\)](#)

Complaint Handling Principles:

What are our values? The Employee Code of Conduct

The County of Frontenac acknowledges each member of our community our staff and clients, including residents, family members, auxiliary, volunteers, and other members of our extended community is unique and must be treated with respect, dignity and compassion. Each employee must carry out his/her duties and responsibilities in a manner that recognizes a fundamental commitment to the betterment of the community and the wellbeing of its residents and the public he/she serves.

What guides the County in its complaint handling?

- Customer-focus: We are committed to continuous improvement in service delivery.
- Accountability: Complaints are handled in a fair, respectful and transparent manner, as quickly as possible.
- Responsiveness: Complaints are tracked and the Complainant is informed of each step.
- Accessibility: Information on how to submit a complaint is easily found on the County's website and through other County outreach mechanisms.
- Simplicity: The process must be simple to understand and easy to use. Complainants are guided on what to include in the complaint.



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- Confidentiality: Complaints will be dealt with in a confidential manner according to MFIPPA. Information will be collected, used and disclosed in accordance with the Act.

Formal complaint process:

Formal complaints should be in writing. A form is provided and available on the website as well as in alternative formats. Include information such as:

- o Details of what happened.
- o Where did this happen? Is it within the County's areas of responsibility?
- o When?
- o Who was involved?
- o What was said or done?
- o What kind of resolution is being sought?
- o Contact details of the Complainant.

Anonymous complaints: The County of Frontenac will not investigate anonymous complaints.

Note: Early and informal resolution is encouraged. Staff must have clear delegation and authority to resolve complaints in an informal manner at first contact, without the necessity of engaging this formal process. These types of complaints resolution should be saved in the complaints folder so that they can be included in annual statistical reports to Council.

Monitoring/Contraventions

The Chief Administrative Officer (CAO) will monitor compliance with this policy and will follow up with appropriate departments as required.

Enquiries

For more information on this policy please contact:

Jannette Amini, Dipl.M.M., CMO
Manager of Legislative Services/Clerk
County of Frontenac - Corporate Services



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2069 Battersea Road
Glenburnie ON K0H 1S0
Phone: 613-548-9400 x 302

By-Law No. 2016-0039

of

The Corporation Of The County Of Frontenac

being a By-law to adopt the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy

Whereas Section 5 of the *Municipal Act*, S.O. 2001, as amended, states that the powers of the Municipal Council shall be exercised by By-law, unless the municipality is specifically authorized to do otherwise;

And Whereas changes have been made to the accessible Customer Service standard and Integrated Accessibility Standards that came into effect on July 1, 2016;

And Whereas it is deemed necessary to revise the existing Integrated Accessibility Standards Regulation Policy in order for it to conform to the requirements of the Integrated Accessibility Standards Regulations of the *Accessibility for Ontarians with Disabilities Act*, 2005;

Now Therefore the Council of the Corporation of the County of Frontenac hereby enacts as follows:

1. **That** the Council of the County of Frontenac hereby adopts the County of Frontenac Integrated Accessibility Standards Regulation (IASR) Policy attached hereto as Schedule A and forming part of this by-law;
2. **That** By-law 2009-0019, being a by-law to adopt an Accessible Customer Service Policy is hereby rescinded;
3. **That** this by-law shall take effect on the date of its final passing.

Read a First and Second Time this 19th day of October, 2016.

Read a Third Time, Signed, Sealed and Finally Passed this 19th day of October, 2016.

The Corporation of the County Of Frontenac

Frances Smith, Warden

Jannette Amini, Clerk

By-Law No. 2016-0040

of

The Corporation of the County OF Frontenac

being a by-law to confirm all actions and proceedings of County Council on
October 19, 2016

Whereas Section 8 of the *Municipal Act, S.O. 2001, c.25* and amendments thereto provides that a municipality has the capacity, rights, powers and privileges of a natural person for the purpose of exercising its authority under the *Municipal Act* or any other Act; and;

Whereas Subsection 2 of Section 11 of the *Municipal Act, S.O. 2001, c.25* and amendments thereto provides that a lower-tier municipality and an upper-tier municipality July pass by-laws respecting matters within the spheres of jurisdiction described in the Table to Subsection 2 subject to certain provisions, and;

Whereas Section 5 of the *Municipal Act, S.O. 2001, c. 25* and amendments thereto provides that a municipal power, including a municipality's capacity, rights, powers and privileges under Section 8 shall be exercised by its council and by by-law unless the municipality is specifically authorized to do otherwise; and;

Whereas the Council of the County of Frontenac deems it expedient to confirm its actions and proceedings;

Now Therefore Be It Resolved That the Council of the Corporation of the County of Frontenac hereby enacts as follows:

1. **That** all actions and proceedings of the Council of the County of Frontenac taken at its regular meeting held on October 19th, 2016 be confirmed as actions for which the municipality has the capacity, rights, powers and privileges of a natural person.
2. **That** all actions and proceedings of the Council of the County of Frontenac taken at its regular meeting held on October 19th, 2016 be confirmed as being matters within the spheres of jurisdiction described in Subsection 2 of Section 11 of the *Municipal Act, S.O. 2001, c.25* and amendments thereto.
3. **That** all actions and proceedings of the Council of the Corporation of the County of Frontenac taken at its regular meeting held on October 19th, 2016 except those taken by by-law and those required by by-law to be done by resolution are hereby sanctioned, ratified and confirmed as though set out within and forming part of this by-law.

4. **That** this by-law shall come into force and take effect as of the final passing thereof.

Read a First and Second Time this 19th day of October 2016.

Read a Third Time and Finally Passed, Signed and Sealed this 19th day of October 2016.

The Corporation of the County Of Frontenac

Frances Smith, Warden

Jannette Amini, Clerk