



# FRONTENAC

---

The Corporation of the County of  
Frontenac

## Annual Accessibility Status Report 2023

ACCESSIBILITY  
**IN**FRONTENAC

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

# Contents

Welcome to the Frontenac’s Annual Accessibility Status Update .....	3
Statement of Commitment.....	3
Joint Frontenac Joint Accessibility Advisory Committee.....	4
Accessibility Achievements in 2023 .....	4
Accessibility Updates to the K&P Trail.....	4
Re-Development of the County Administration Building .....	4
Site Plans and Building/Renovation drawings and upgrades.....	5
Township of North Frontenac.....	5
Township of Central Frontenac .....	5
Township of South Frontenac .....	5
Celebration of Accessibility Award .....	5
The Blue Moose Bed & Breakfast.....	6
The Standards.....	7
Information and Communications .....	7
Transportation .....	7
Design of Public Spaces .....	8
Customer Service .....	8
Employment.....	9
The Frontenacs, The Employer.....	9
Training.....	10
What’s up for 2024 .....	10

# **Welcome to the Frontenac's Annual Accessibility Status Update**

This report provides an annual update on the progress made and work completed by the County and Townships in 2023 to improve accessibility and implement the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Integrated Accessibility Standards Regulation (IASR), Ontario Regulation 191/11.

In 2022, the Frontenac Accessibility Advisory Committee recommended to Council the approval of the 2023-2027 Multi-Year Accessibility Plan. The Plan included additional paragraphs related to the County's focus on continuous improvement, which includes accessibility. A section regarding Barriers was also included as well as a more high level overview of the Standards and how the County and Townships will work towards meeting the goals of those standards and ensuring compliance

Significant achievements have been seen in 2023 by all of the Frontenacs in part by the significant work and direction of the Joint Frontenac Accessibility Advisory Committee.

## **Statement of Commitment**

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

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

# Joint Frontenac Joint Accessibility Advisory Committee

The Joint Frontenac Accessibility Advisory Committee (JFAAC) worked hard in 2023, despite setbacks due to the continued health crises and Covid-19! Providing input and recommendations on several municipal projects and initiatives, the JFAAC accomplished its goal towards improving accessibility in our community through the continual removal of barriers, including:

- Awarding of the Celebrating Accessibility Award.
- Provided input and guidance into the redevelopment of the County Administration Building
- Provided a review and guidance on potential improvements regarding communications for Howe Islander ferry passengers who are living with disabilities.
- Provided guidance on the K&P Trail, including potential access to ATVs on the K&P Trail from Verona to Harrowsmith, as well as infrastructure improvements
- Received quarterly updates on the County's K&P Trail, including providing input to staff on accessibility requirements/enhancements of the trail.
- Aided and guided local businesses, specifically around barrier free access to older buildings.

## Accessibility Achievements in 2023

### Accessibility Updates to the K&P Trail

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

The Committee continued to guide staff and make recommendations for the accessibility of the K&P trail in 2023 in infrastructure improvements including preliminary discussions on road crossings in order to make some improvements which will guide staff in 2024. The Committee also provided input and recommendations on the request in front of County Council regarding access to ATVs on the K&P Trail from Verona to Harrowsmith.

### Re-Development of the County Administration Building

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

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

The Committee continued in 2023 to provide input on the renovations, including a planned site visit by the Chair to provide guidance on the locations of all fixtures to ensure accessibility to those using mobility aids.

## **Site Plans and Building/Renovation drawings and upgrades**

### **Township of North Frontenac**

Updates include:

- Accessible Parking Signs at Township boat launches
- Rink Building Accessibility and making access to the rink building accessible
- Accessible Outhouses regarding the replacement of all outhouses with accessible washrooms – 2023 to replace at PCCA Beach.

### **Township of Central Frontenac**

Updates include:

- Public Works building and offices, including accessible washrooms, power door openers, accessible sidewalks around the building and parking lot improvements.
- Medical Centre in Sharbot Lake washroom
- Piccadilly Hall accessible doors
- Fire Hall regarding the installation of drainage grates to allow for a smooth area for vehicles and personnel.
- Create an accessible format to book halls, system called perfect minds. Allows residents to book from the comfort of their home, not having to come into the office

### **Township of South Frontenac**

Updates include:

- Wayfinding Signage Strategy with appropriate contrast.
- Battersea Fire Station – Accessible Washroom
- Improved accessible human resources processes and documentation related to recruitment.
- Review of Council and committee report templates from an accessibility standpoint.
- Clerk's Department to increase awareness of role of the Accessibility Committee

## **Celebration of Accessibility Award**

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

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

For the 2023 Award, the Committee chose the following two recipients.

## **The Blue Moose Bed & Breakfast**

The Blue Moose Family – Kate Slagle, James Bambury, Wes Bambury, and Ella Bambury – are owners and operators of The Blue Moose Bed & Breakfast on Wolfe Island.

The Blue Moose is a beautiful Century building right in Marysville. Like so many older buildings, it was not originally built with accessibility in mind. Since taking over in 2018 the Family has added moveable ramps to make the entire ground floor – including the porch and outside seating area – wheelchair accessible. Bed heights in the guest rooms were adjusted to facilitate transfers. Menus were developed to accommodate special needs. And last year the Blue Moose received Government of Canada support from the Enabling Accessibility Fund to complete a full wheel-in wet room. It’s a ground-floor guest bathroom that makes The Blue Moose accessible and comfortable for anyone living with mobility challenges or who uses a wheeled assistive device like a wheelchair.

# The Standards

## Information and Communications

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

## Transportation

The County of Frontenac and its member municipalities do not provide a conventional transit system and the Howe Island Ferry and the Township Ferry do not meet the minimum tonnage under the Standard; however the County of Frontenac provides annual funding in the amount of \$96,000 to ensure seniors and those with accessibility needs receive rides to appointments.

## Design of Public Spaces

Topic	Barrier or Goals Identified	Accessibility Updates
Trails	<ul style="list-style-type: none"> <li>• Continue to make accessible improvements to the K&amp;P Trail</li> <li>• Continue to work jointly with the JFAAC on ensuring the development of the K&amp;P Trail, as it continues to move north, meets the standards set out in the AODA</li> </ul>	<ul style="list-style-type: none"> <li>✓ In late 2023, early 2024, staff will be reviewing road crossings in order to make some infrastructure improvements which will come to the Accessibility Advisory Committee.</li> <li>✓ In early 2023, the County awarded the contract for fabrication and delivery of a pre-built structure to replace Elbow Creek Bridge with the existing bridge being removed and the site prepared for the new bridge.</li> </ul>

## Customer Service

Topic	Barrier or Goals Identified	Accessibility Updates
Feedback	<ul style="list-style-type: none"> <li>• Promote public engagement and use of accessible feedback channels</li> <li>• Solicit and respond to community feedback to help direct accessibility planning efforts</li> </ul>	<ul style="list-style-type: none"> <li>✓ With the implementation in 2021 of the County’s new Engage Frontenac community engagement tool, the site features a “Help promote accessibility in Frontenac County” project. In addition, the County continues to encourage members of the public to submit their comments or concerns through one of our feedback channels: online “accessibility feedback” forms, speaking with a County staff member, or reaching out through all of its social media channels.</li> <li>✓ The County will continue to ensure feedback channels are in accessible formats and will</li> </ul>



		respond to feedback, upon request, in a manner that considers individual preferences and abilities.
Staff training	<ul style="list-style-type: none"> <li>Support training initiatives to equip staff with knowledge and skills to deliver high quality customer service to all residents and visitors.</li> </ul>	<ul style="list-style-type: none"> <li>✓ All new staff receive training on the AODA and the Human Rights Code through the County's New Hire Orientation, delivered once a month.</li> </ul>

## Employment

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

### The Frontenacs, The Employer

In addition to the County's municipal goods, services, programs, and facilities, it is important to remember that we are also an employer with over 400 full and part-time employees. The County is committed to maintaining a barrier-free recruitment and hiring process and recognizes the strength of a diverse workforce. In keeping with our Multiyear Accessibility Plan, the County will make continuous upgrades to our policies, procedures, and workplaces to foster a safer, more accessible, and inclusive work environment. Some highlights from 2023 include:

- Continue to advertise on all employment opportunities that, upon request, accommodations and alternate formats are available throughout the recruitment, assessment, and selection processes.
- Continue to use Individualized Work Modification Plan's and Individualized Emergency Response Plan worksheets.
- 2069 Battersea Road: Accessible parking, accessible sidewalk from the parking lot, and installation of power door operator → parking and entrance are fully accessible for staff and visitors, with accessible washrooms on site.

- The County of Frontenac Human Resources now provides Equity, Diversity and Inclusion training for the Management Team to address aspects of equity, diversity and inclusion for the County of Frontenac.

## **Training**

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

## **What's up for 2024**

- Staff, including Council, Committee and public meetings, will be moving back into the newly redeveloped County Administration Building in January 2024. The opening of the new building will involve the FAAC and accessibility will play a key focus
- The County will continue to work jointly with the JFAAC on ensuring the development of the K&P Trail, as it continues to move north, meets the standards set out in the AODA
- Continue to make accessible improvements to the K&P Trail