

ACCESSIBILITY ADVISORY COMMITTEE AGENDA

Date: Wednesday, February 22, 2023, 6:30 p.m.
Location: VIA ZOOM
Members: Councillor M. Albano, Chair, Councillor D. Keene, J. Bray, L. McKenzie, J. Pearce, W. Farrow-Reed

1. **CALL TO ORDER**
2. **DISCLOSURE OF PECUNIARY/CONFLICT OF INTEREST**
3. **SCHEDULED ITEMS FOR DISCUSSION**
 - a. **Code of Conduct for Local Boards and Committees and Accessible Customer Service**
 - b. **Inclusive Recreation**
Presentation by: Samantha Howard, Director Recreation Services
 - c. **Funding Request - Adult Change Table for Hillsvie Active Living Center - Georgetown**
4. **SUB-COMMITTEES AND WORKING GROUPS**
5. **CLOSED SESSION**
6. **ITEMS TO BE SCHEDULED FOR NEXT MEETING**
7. **ADJOURNMENT**

TOWN OF HALTON HILLS



**CODE OF CONDUCT FOR
LOCAL BOARDS AND COMMITTEES
Adopted by Council February 11, 2019**

**TOWN OF HALTON HILLS
CODE OF CONDUCT FOR
LOCAL BOARDS AND COMMITTEES**

NON-ADJUDICATIVE & ADJUDICATIVE

Part 1

General Introduction, Framework and Interpretation

Guiding Principles

- 1: Avoidance of Conflicts of Interest
- 2: Gifts, Benefits and Hospitality

- 3: [intentionally left blank – for future addition]
- 4: Confidential Information
- 5: Use of Town Resources
- 6: Election Campaigns

- 7: Improper Use of Influence
- 8: Business Relations
- 9: Member Conduct
- 10: Media Communications
- 11: Respect for the Town By-laws and Policies
- 12: Respectful Workplace
- 13: Conduct Respecting Staff
- 14: [intentionally left blank – for future addition]

- 15: Reprisals and Obstructing
- 16: Acting on Advice of Integrity Commissioner

Part 2

[Adjudicative Boards only]

- 17: Additional Requirements for Members of Adjudicative Boards
- 18: Communications with Parties
- 19: Independent Nature of Adjudicative Tribunals

Part 3

Complaint Protocol

Consequences of Failure to Adhere to Code of Conduct

Part 1

General Introduction, Framework and Interpretation

This document is a Code of Conduct for members of Local Boards, both adjudicative and non-adjudicative. Local Boards, sometimes referred to as committees or tribunals, are as defined in s.223.1 of the Municipal Act and as identified by the municipality.

Some additional restrictions apply to adjudicative boards and these are specified. The Code of Conduct for Local Boards follows the same organizational structure as the Council Code of Conduct. Definitions and commentary contained in the Council Code of Conduct may apply, where relevant, with necessary modifications and may be referred to for clarification and interpretive assistance in understanding this Code. Provisions of the Council Code of Conduct which are not relevant to members of Local Boards have been eliminated from this document.

Adjudicative Boards & Committees;

- Committee of Adjustment
- Property Standards Committee
- Fence Viewers Committee
- Election Compliance Audit Committee (joint regional committee)

Non-Adjudicative Boards & Committees;

- Accessibility Advisory Committee
- Heritage Advisory Committee
- BIAs
- Active Transportation Committee
- Site Alteration Committee
- Other Advisory Committees as appointed by Council
- Library Board (optional – at the direction of the Library Board governed by the *Ontario Libraries Act*)

Guiding Principles

Members shall act with honesty and integrity, serving in a diligent manner, and performing their duties in a manner which promotes public confidence.

Rule 1: Avoidance of Conflicts of Interest

Members shall avoid situations of real or apparent conflict of interest or bias.

Members shall avoid participating in or influencing a proceeding when the member, or another person with whom the member has a close personal or professional relationship, has a financial or other private interest that may be affected by the

proceeding or its outcome. Members shall not appear before the Local Board or committee on their own behalf or as a representative on behalf of any party.

Commentary: Members of BIAs will frequently have an ‘interest in common’ as business owners. Care should be taken to recognize an interest, when the Member stands to gain or otherwise benefit, in a manner that can be differentiated from others in the BIA. Where a Member contributes to an event ‘at cost’, no ‘interest’ is deemed to arise by reason only that the Member’s business is a sponsor of the event.

Rule 2: Gifts, Benefits and Hospitality

No Member shall accept any Gift, except for Gifts that are deemed to have zero value in the Council Code of Conduct.

Rule 3: [Intentionally left blank – for future addition]

Rule 4: Confidential information

Members shall not disclose to any member of the public any confidential information acquired by virtue of their position.

Confidential information includes any discussion that takes place between members of the Local Board or Committee when it is in a closed meeting.

Rule 5: Use of Town Resources, Election Campaigns

No member should use municipal equipment or staff, or other municipal services or resources for their own private purposes, or for election campaign purposes.

Rule 6: Election Campaigns

No member, while identifying themselves as a member of a Local Board or Committee, shall undertake any election campaign or election-related activities or work on, fund-raise, endorse or otherwise contribute to the election campaign of any person running in the municipal election for the municipality where the member serves on the Local Board and/or committee.

Rule 7: Improper Use of Influence, Business Prospects

No member shall use the influence of his or her position for any purpose other than the duties as a member of the Local Board and/or committee.

Rule 8: Business Relations

No member shall allow the prospect of future employment by a person or entity to affect the performance of his/her duties as a member of the Local Board and/or committee.

Rule 9: Member Conduct

Members shall conduct themselves with decorum at all times.

Members shall maintain proper control over meetings demonstrating respect for everyone who is involved in the meeting.

Members are expected to attend all meetings of the Local Board or Committee. If a member misses more than three (3) meetings during their term, the Chair, after hearing and considering any explanation provided by the member, may ask the member to resign, or request that Council remove the member.

Rule 10: Media Communications

Members shall accurately communicate recommendations and proceedings of their Local Board. If a member is contacted directly by the media, the member should refer the media to the Chair, or in the absence of the Chair, to the Vice-Chair.

Rule 11: Respect for the Town By-laws and Policies

Members shall adhere to and encourage public respect for the Local Board and/or committee, the municipality and its by-laws, policies and procedures.

Rule 12: Respectful Workplace

Members are governed by the relevant workplace harassment & respect in the workplace policies in place for staff.

Rule 13: Conduct Respecting Staff

Members of local boards and committees shall be respectful of the role of staff to advise based on political neutrality. Members shall respect the professionalism of staff, and not exert undue influence on staff.

Rule 14: [intentionally left blank – for future addition]

Rule 15: Reprisals and Obstructing

It is a violation of this Code of Conduct to obstruct the Integrity Commissioner in the carrying out of his/her responsibilities.

It is a violation of this Code of Conduct to engage in any activity in retaliation against any person because he/she has made a complaint to or otherwise communicated with the Integrity Commissioner.

Rule 16: Acting on Advice of Integrity Commissioner

Advice given by the Integrity Commissioner is binding on the Integrity Commissioner in the event of a complaint.

Part 2

ADDITIONAL REQUIREMENTS APPLICABLE TO MEMBERS OF ADJUDICATIVE LOCAL BOARDS/COMMITTEES

Rule 17: In addition to the provisions applicable to Members of Non-adjudicative Local Boards, the following additional requirements are applicable with respect to the referenced rule (Previously mentioned Rules 2, 6, 10) and rules specific to Adjudicative Boards and Committees (Rules 18, 19):

Rule 2: Gifts, Benefits and Hospitality

Members should recuse themselves from any hearing, to avoid any perception of bias or conflict of interest which may arise as a result of a gift, benefit or hospitality provided by any of the parties or participants potentially affected by the decision of the Local Board.

Rule 6: Election Campaigns

Members of Adjudicative Local Boards are prohibited from fundraising for, endorsing, or otherwise contributing to the election campaign of any person running for a seat on Council.

Rule 10: Media Communications

Members of adjudicative boards should generally not comment to the media in relation to any decision made by the board or the rationale behind such decision. On the rare occasion when a comment may be appropriate, only the Chair shall serve as a media contact and all enquiries shall be referred to him/her.

Rule 18: Communications with Parties

Written communication to an adjudicative board shall take place only through the Secretary of the board or the appropriate municipal staff assigned to such board, and shall be copied to all parties or their representatives as appropriate. Oral communications with the adjudicative board about current proceedings shall take place only in the presence of or with the consent of all parties.

Where a party is represented by a representative, all communication between the adjudicative board and the party shall be through the representative, with the exception of notices of hearing, which shall be served upon all parties and their representatives known to the adjudicative board as appropriate.

Rule 19: Independent Nature of Adjudicative Boards

The Chairs of adjudicative boards should ensure that the actions of any member, as well as Council members and staff attending adjudicative board meetings, are consistent with the arm's-length, quasi-judicial nature of the adjudicative board. Any actions compromising this position should be immediately dealt with by the Chair or panel chair.

Members of adjudicative boards operating at arm's-length from Council should refrain from seeking advice on their roles and responsibilities from Council members. In clarifying their roles and responsibilities, members should seek advice from appropriate staff.

An adjudicative board is required by the applicable laws to operate at arm's-length from and independently of Council. Members should therefore not request members of Council to intervene on applications considered by the adjudicative board. Under the Council Code of Conduct, members of Council are only permitted to communicate to the adjudicative board regarding a matter before the board by a letter addressed to the Secretary of the board which is available to all parties.

Part 3

COMPLAINT PROTOCOL

The Complaint Protocol contained in to the Council Code of Conduct applies with necessary modifications to complaints regarding members of Local Boards.

CONSEQUENCES OF FAILURE TO ADHERE TO CODE OF CONDUCT

Members who are found by the Integrity Commissioner to have failed to comply with the Code of Conduct for Local Boards may be subject to the following sanctions:

- (a) a reprimand; or
- (b) suspension of remuneration paid to the member in respect of his or her services as a member of the Local Board (if any).

Members may also be subject to such other remedial actions recommended by the Integrity Commissioner that directly flow from the action or behaviour of the member of the Local Board.

Members are subject to removal from the Local Board, or removal as Chair of the Local Board, by Council.



TOWN OF HALTON HILLS ACCESSIBLE CUSTOMER SERVICE POLICY & CUSTOMER SERVICE GUIDELINES

The Town of Halton Hills is committed to providing excellent Customer Service to all residents and visitors, and to treating everyone with dignity and respect. To do this, we must recognize the diverse needs of all our residents including the needs of persons with disabilities.

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requires that all public and private sector organizations in Ontario identify, remove, and prevent barriers to accessible customer service. It outlines several requirements the Town of Halton Hills must follow, including providing notification of temporary service disruptions. It also states that all staff, Council members, volunteers, third party contractors, board and advisory committee members must be trained on how to provide accessible customer service. Below are some guidelines on how to best interact, with a person with a disability so that you can provide excellent customer service to them.

Accessible Customer Service is about providing service to citizens, clients, and customers with disabilities in a manner that:

- Respects their dignity and independence;
- Is integrated as fully as possible into the method of service delivery; and
- Ensures that equal opportunity is given to all customers to obtain, use, and benefit from the Town's goods and services.

TOWN OF HALTON HILLS POLICY

This policy is intended to meet the requirements of the *Accessibility for Ontarians Disabilities Act, 2005*. It applies to the provision of goods and services to the public, not the goods them-selves.

This policy aims to ensure that persons with disabilities are given equal opportunity to obtain, use and benefit from the Town of Halton Hills goods and services. Reasonable efforts will be made to ensure that:

Goods and services are provided in a manner that respects the dignity and independence of persons with disabilities.

The goods and services provided to persons with disabilities are integrated with the provision of goods and services to others unless an alternate measure is necessary to allow a person with a disability to benefit from the goods and services. The alternate measure may be temporary or permanent.

Communications with a person with a disability are conducted in a manner that takes the person's disability into account. People with disabilities may use assistive devices, service animals and support persons as is necessary to access the Town's goods and services. If a service animal is excluded by law from a premise, other measures will be made available for the person with a disability to access the goods or services.

GUIDELINES ON HOW TO SERVE PERSONS WITH DISABILITIES

Treating all customers with individual respect and courtesy is at the heart of excellent customer service.

- Start by asking your customer "How May I Help You"?
- If you offer assistance, wait until you receive permission from the customer to assist them.
- Never touch your customer without asking permission unless it's an emergency.
- Be patient, listen carefully and be willing to find a way to communicate using alternative methods.

- There may be assistive devices in your work location, such as a TTY machine or public access computer stations with adaptive software.
- Ask your supervisor or manager how to use any assistive devices.
- Don't make assumptions about what type of disability or disabilities your customer may have.

MOBILITY

- Don't touch assistive devices, including wheelchairs, unnecessarily unless it's an emergency.
- Remove obstacles and rearrange furniture to ensure clear passage.

HEARING

- If necessary, ask if another method of communicating would be easier, for example, using a pen and paper.
- Don't put your hands in front of your face when speaking.
- If the person uses a hearing aid, try to speak in an area with few competing sounds.
- Speak directly to your customer, not his or her sign language interpreter or support person.

VISION

- Identify yourself when you approach your customer and don't walk away without saying goodbye.
- If you're giving directions or verbal information, be precise and clear. For example, if you're approaching a door or an obstacle, say so.
- Offer your arm (the elbow) to guide the person and walk slowly.
- Don't touch or address service animals, they are working and must pay attention at all times.

SPEECH or LANGUAGE

- Don't assume the customer has an intellectual or developmental disability if they have difficulty speaking.
- If you are able, ask questions that can be answered "yes" or "no".
- Don't interrupt or finish your customers sentences wait for them to finish.

LEARNING

- A learning disability may interfere with your customers ability to receive, express, or process information.
- Take some time. People with some kinds of learning disabilities may take a little longer to understand and respond.
- If you're dealing with a child, be patient, encouraging and supportive.

MENTAL HEALTH

- You won't necessarily know your customer has a mental health disability unless you are informed of it.
- Create a safe environment. Be calm and professional and ask your customer to tell you the best way you can be of assistance.

DID YOU KNOW?

Service animals are used for many different reasons, including guiding, mobility assistance, sound alerts, seizure response and autism assistance.

Some persons with disabilities may also use assistive devices or require the assistance of a support person.

If you have access, visit www.mcass.gov.on.ca for more information on how to better interact with customers who use assistive devices, service animals or have a support person.