



**City of Kingston
Report to Council
Report Number 25-126**

To:	Mayor and Members of Council
From:	Paige Agnew, Commissioner, Growth & Development Services
Resource Staff:	Kyle Compeau, Director, Licensing & Enforcement Services
Date of Meeting:	July 8, 2025
Subject:	Community Standards By-Law – Implementation Update

Council Strategic Plan Alignment:

Theme: Policies & by-laws

Goal: See above

Executive Summary:

This report provides an implementation update on [Bylaw 2013-214](#), the Community Standards By-Law (CSB), approved by Council on November 21, 2023, and enacted on May 1, 2024. The by-law consolidates several nuisance and public behaviour provisions to better regulate conduct in public spaces and ensure community well-being, while addressing a Council directive to expand enforcement tools in response to escalating incidents of aggressive and threatening behaviour.

The CSB reflects a balanced approach of education, collaboration, and enforcement. Staff developed and deployed educational materials, updated the Good Neighbour Guide, and launched targeted awareness campaigns related to odours, wildlife feeding, idling, textile drop-offs, and shopping carts. Municipal Enforcement Officers (MLEOs) received training on de-escalation and trauma-informed care, and a dedicated team has been working in tandem with the Downtown Business Improvement Area (DBIA), Kingston Police, and outreach partners in the downtown core to address complex social issues.

The implementation has yielded positive results, including improved consistency in enforcement, increased voluntary compliance, and reduced complaints in targeted areas. Staff have identified opportunities to further refine processes and strengthen alignment with Council's strategic

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priorities. Future initiatives include enhanced training for officers, expanded data analytics capabilities, and continued collaboration with community stakeholders to address emerging issues.

This report outlines progress to date, identifies key learnings, and provides recommendations to ensure the Community Standards By-Law continues to effectively support a clean, safe, and vibrant community environment.

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Paige Agnew, Commissioner,
Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Jennifer Campbell, Commissioner, Community Services	
Neil Carbone, Commissioner, Corporate & Emergency Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required
Ian Semple, Acting Commissioner, Transportation & Infrastructure Services	

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Options/Discussion:

At its June 29, 2022, meeting, Council passed a motion directing staff to prepare a public nuisance by-law. The recommendation for a public nuisance by-law was brought forward in response to increased reports of abusive and threatening behaviour in the city and the need to give local by-law officers tools to address these types of behaviours by allowing them to attend to complaints where they previously had no jurisdiction.

City staff then undertook extensive consultation and research to better understand local concerns, as well as the scope of public nuisance by-laws enacted by other municipalities. Based on that detailed consultation and research, staff prepared a comprehensive Community Standards By-Law (CSB) that addressed a variety of topics, including the safe use of public places, construction dust and materials, idling, odours, feeding of wildlife, textile collection sites, flyers, abandoned shopping carts and damage to City property. In addition to introducing new public nuisance regulations, the CSB consolidated and modernized certain existing by-laws.

The CSB was presented to Administrative Policies Committee ([Report Number AP-23-017](#)) on November 9, 2023, and subsequently to Council for approval on November 21, 2023, with an implementation date of May 1, 2024. Council provided staff with the following direction:

That staff be directed to prepare a By-Law enforcement policy by Q2 2024 that formalizes the City's guidelines with respect to municipal by-law enforcement; and

That staff be directed to prepare educational and awareness materials for residents and visitors related to the proposed community standards by-law, including updating "The Good Neighbour Guide"; and

That staff be directed to report back to Council one year after enactment of the Community Standards By-Law with key findings related to implementation and enforcement of the By-Law, including aggregated data related to the number and type of penalty notices issued and/or Provincial Offences Act proceedings commenced under the By-Law, and to engage a qualified third party to provide a Health Equity Impact Assessment within that report as a tool applied post-implementation to monitor for any unintended consequences of the by-law.

By-Law Enforcement Policy

On April 16, 2024, Council received the City's new By-Law Enforcement Policy ([Report Number 24-134](#)) in response to the above direction. The purpose of the new Policy includes ensuring that the City's enforcement practices: (a) achieve compliance; (b) are fair, reasonable, and transparent; (c) are exercised in good faith; and (d) are free from bias, prejudice and political intervention.

The By-Law Enforcement Policy can be found in the [City Policies](#) section of the public website.

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Good Neighbour Guide

At its regular meeting on November 6, 2018, Council directed staff to review, as best practice, other municipalities' guidelines and practices and bring forward information and recommendations on Good Neighbour Guidelines. Staff's review determined that most of these guidelines provide the public with information on municipal by-laws affecting residents and offer practical steps that can be taken to minimize construction impacts and encourage neighbourly cooperation. In January 2020, through the recommendation from the Administrative Policies Committee, Council approved "City of Kingston Good Neighbour Guidelines".

The Good Neighbour Guidelines have been updated (attached as Exhibit A and can also found on the City website) to include information as it pertains to the Community Standards By-Law, as well as additional information and resources that align with Council's Strategic Plan and community engagement such as community supports and wellbeing and IIDEA.

By-Law Implementation - Education and Awareness

The City's approach uses collaboration, education and enforcement to regulate nuisance behaviours that interfere with the safety and the reasonable enjoyment of another person in a public place. Staff recognize that enforcement on its own has a limited impact. The CSB was approved by Council in November 2023 with an implementation date of May 1, 2024, to provide time for a number of implementation and public education initiatives to increase awareness of the bylaw, as well as additional training opportunities for municipal law enforcement officers.

With the breadth of topics covered in the By-Law, staff leveraged several custom tactics to provide education on the new provisions. More information is outlined below:

Odours - In May 2024, the Solid Waste department promoted the new provisions in the CSB in the Kingston Waste App and in the weekly collection emails, as follows:

Effective May 1, 2024, City of Kingston By-Law Number 2023–214 prohibits storing offensive substances like garbage or animal waste in a manner that emits odours or attracts pests, except for certain cases. Timely garbage set-outs are recommended to minimize odours. View the full By-Law and learn more at CityofKingston.ca/CommunityStandards.

Building Materials and Construction Dust - Building Services provided information with building permits to inform property owners and contractors engaged in construction activities of the CSB provisions related to building materials and construction dust, and the requirement for mitigation measures to prevent dust and materials from blowing.

Idling - New anti-idling signage has been installed at City community centres and marinas as well as City offices at 362 Montreal Street, 701 Division Street, 1211 John Counter Blvd to communicate the new standard of 60 seconds, which complies with the federal recommendation. The provisions in the By-Law contain exceptions for emergency vehicles, ferry

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boats, armoured vehicles, Kingston Transit buses, vehicles that contain work equipment, as well as additional allowances for tour boats.



Feeding of Wildlife - To communicate the provisions prohibiting the feeding of wildlife, multi-lingual signage has been installed in seven City parks' locations with eight more installations planned for the spring/summer. Confederation Park, a high traffic area for visitors, includes signage focused on prohibition of feeding waterfowl in English, French and Mandarin translations.

Current signage: Confederation Park, Elevator Bay Park, Lake Ontario Park, Portsmouth Olympic Harbour, Breakwater Park, Richardson Beach, Doug Fluhrer Park.

Planned installations: Mowat Ave (foot of the street), An Gorta Mor Park, Lila Burke Park, Grass Creek Park, Patterson Park, Crerar Park, Rotary Park, Lion Civic Gardens

Although, not governed by the municipality, CRCA has expressed an interest in installation of the signage at Lemoine Point, and an installation date is still being determined.

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Textile Collection Sites - The provisions in the CSB related to textile collection sites in the City of Kingston aim to ensure these sites are used appropriately, and the area around the textile collection bin is kept tidy. City staff worked with the current textile recycling service provider, Renewal Squared, to have stickers placed on collection bins to communicate these new provisions.



Shopping Carts - A notice of the CSB shopping cart provision was mailed to approximately 65 retailers in the community who were identified by City staff as having shopping carts on their premises. This notice communicated the new requirements for retail establishments to take reasonable measures to prevent shopping cart theft, the requirement for a shopping cart retrieval program to retrieve abandoned shopping carts and to post removal warning signage at all entrances to the retail establishment containing a statement to the effect that the unauthorized removal of a shopping cart from a retail establishment. Compliance with the CSB will be monitored through the steps to address initial violations and education in enforcement.

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Safe Use of Public Spaces - The CSB provides MLEOs tools to address a variety of behaviours that do not rise to the level of being criminal in nature, but that interfere with the public's right to use and enjoy public places. The CSB aims to address behaviours that can impede the ability for residents and visitors to feel safe in public places such as, disorderly conduct, noise, public disturbances, urination or defecating in public places, violent or threatening conduct, vandalism, or loitering in public places. The intent of these provisions is to protect the health, safety and welfare of all residents, and with those objectives in mind, to also safeguard marginalized groups, such as people who are unhoused or precariously housed and/or have mental illness or addiction, from unintended negative consequences of the by-law.

Staff recognize that enforcement on its own has a limited impact and that enforcement staff must seek voluntary compliance through efforts like public education. Recognizing that behaviour management must be done in a safe, non-harmful way, MLEOs have received mental health de-escalation training as well as Nonviolent Crisis Intervention (NCVI) training focusing on person-centred and trauma-informed approaches. The training included learning about disengagement skills as well as how to address distress behaviours.

Since April 2024, two dedicated MLEOs have patrolled the downtown business district (DBIA), forming a multidisciplinary "Boots on the Ground" team alongside the DBIA's Welcoming Streets Outreach Stewards, Kingston Police, and Addiction & Mental Health Services. This partnership has been pivotal in building relationships with downtown community members and addressing challenges while promoting safety and accessibility.

The DBIA hosts a biweekly "Boots on the Street" meeting of those who are interacting with marginalized people, such as the MLEOs, Kingston Police, outreach workers, etc. These meetings are opportunities for people to better network, identify trends and issues, brainstorm solutions, and help connect people to support services.

Other Implementation Initiatives – Sharps Kiosks

City staff continue to work with the South East Health Unit (SEHU), to identify areas of need for needle disposal bins based on loose needle pick-ups and discussions with community partners. Two additional kiosks were added in 2024 on Adelaide Street and at the Oak Street Community Garden.

As part of the ongoing coordination work with SEHU and City staff, a review of existing sharps kiosks has been completed to ensure up-to-date information is available publicly through the following open data map: [Sharp Kiosk Locations | Open Data Kingston](#)

Additional containers, not included in the open data set, would include third-party managed kiosks found in arenas, community centres, and private businesses.

Private businesses can acquire sharps containers for free at [Street Health Centre](#), local pharmacies, or for \$15 at any [South East Health Unit](#) office. SEHU also provides training on needle safety.

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Health Equity Impact Assessment

Although the CSB addresses a variety of public nuisance regulations, some citizens and City Councillors expressed concerns that parts of section 9, Safe Use of Public Spaces, could have the effect of further marginalizing people who are unhoused and underhoused by prohibiting loitering on sidewalks and other conduct in public spaces. City staff were directed to engage a qualified third party to provide a Health Equity Impact Assessment (HEIA) as a tool to measure and monitor post-implementation any unintended consequences of the bylaw (positive or negative), particularly on marginalized groups, such as people who are unhoused or precariously housed and/or have mental illness or addiction.

A qualified research group from Queen's University was engaged to undertake this work, and developed a research plan of six components:

1. observations with Municipal Law Enforcement Officers (MLEOs)
2. interviews with key informants doing front-line work with the target population (e.g., street outreach workers, service providers, downtown library staff, MLEOs)
3. interviews & focus groups with members of the target population
4. short surveys of people using downtown public spaces
5. secondary data analysis of MLEO reports about Community Standards By-Law encounters
6. observations at the bi-weekly "Boots on the Street" meeting at the DBIA.

Interim Findings:

Although the research team has not yet completed their work, they have provided an executive summary interim report of their findings to date (Exhibit B). The report notes that there is no evidence thus far that enforcement of the Community Standards By-Law has had adverse health effects on marginalized community members. From their observations and interviews with the MLEOs who patrol downtown, the research team has noted that interactions are professional, experienced, skillful, and respectful. Their approach is to build relationships, trust and rapport with people who frequent the downtown in a proactive rather than reactive way, and to connect those who are unhoused, mentally ill or using substances with resources. The MLEOs frequently contact outreach workers and AMHS workers to support identified needs.

The data collection and analysis to date shows no evidence that the Community Standards By-Law has been implemented in a way that has created adverse health impacts for those frequenting downtown Kingston who are unhoused, using substances, or mentally ill. The evidence suggests that the CSB is part of a larger set of activities in response to the increased numbers of people in downtown Kingston who are living on the margins of society. Analysis of the data collected to date suggests that the DBIA activities, including the hiring of street outreach workers and coordination of MLEOs, street outreach workers, and other service providers, is having positive impacts.

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Areas of Focus:

The key area of focus that the HEIA interim report has highlighted is the importance of continued work with community partners, health care, and support agencies to serve marginalized community members, particularly those with addiction and mental health needs.

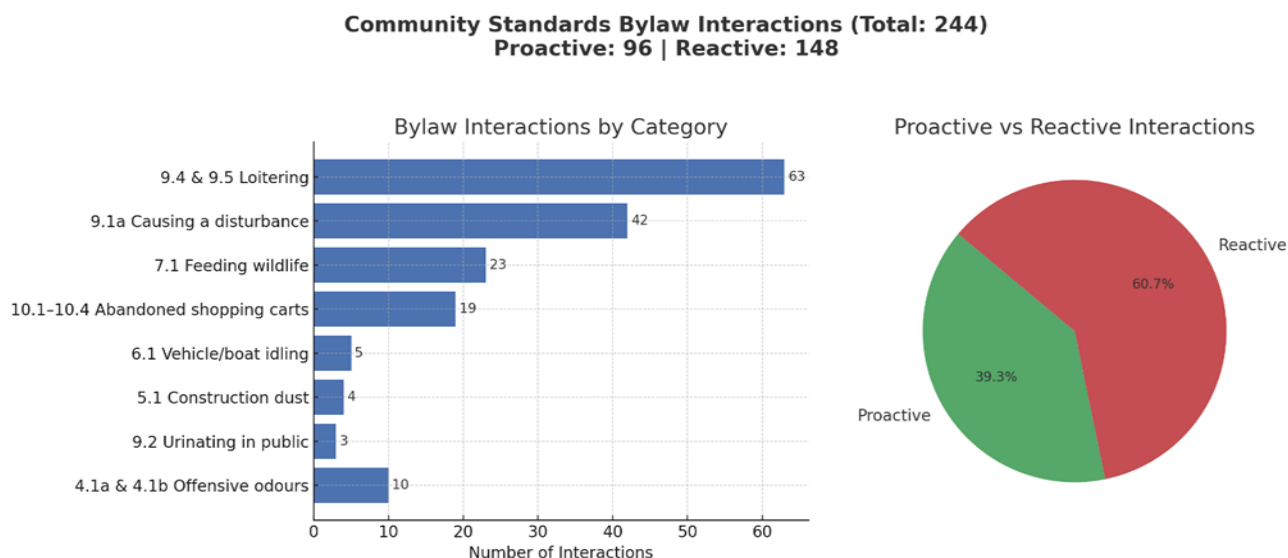
The report also noted the need for more public toilets and bathing/showering facilities for those who are unhoused. Public washrooms are available at many City facilities (including City Hall, the PumpHouse museum, community centres and areas), parks and public libraries, and a number of drop-in day services offering services like food, showers and connections to community resources. City staff continue to explore options for increased public washroom access, recognizing that overnight access presents safety challenges in terms of potential of unsupervised overdoses.

Enforcement Summary

To date, three Administrative Monetary Penalties have been issued for violations of Section 7.1 – Feeding of Wildlife. These penalties were imposed following instances of non-compliance after the application of a tiered enforcement approach.

Officer Observations and Outcomes

Since the implementation of the Community Standards By-Law, officers have made significant strides in addressing public concerns and fostering community relationships, highlights include:



Positive outcomes include referrals to community supports, resolution of conflicts, and reductions in police intervention requirements.

Officers faced occasional aggression and emergencies requiring police or medical assistance.

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The CSB has also highlighted some key operational challenges and opportunities for long-term planning within the Enforcement Services Department, as outlined below:

1. **Dependency on Police Assistance:** While collaboration with police has been essential, the Enforcement Services Department is subject to the availability and response times of police resources. This dependency can delay resolution in critical situations and underscores the importance of enhancing existing partnerships with mental health crisis teams and mobile support units, which currently provide valuable support to bylaw and enforcement services. However, these resources are not specifically dedicated to bylaw and enforcement service responses within the city, which can limit their availability and alignment with enforcement-specific needs.

Establishing a dedicated partnership unit specifically designed for by-law and enforcement responses could address this gap. This initiative could involve collaborating with existing mental health crisis teams and mobile support units to create a specialized team that works exclusively alongside bylaw officers. Exploring this solution through conversations with these organizations would allow the City to design a partnership that meets mutual objectives and community needs.

The benefits of such a partnership would be substantial. A dedicated unit would ensure quicker, more coordinated responses to complex situations involving homelessness, addiction, and mental health challenges. It would also enhance the ability to provide targeted support to vulnerable populations while reducing reliance on police intervention. This focused collaboration would strengthen public trust, improve service delivery, and create a more efficient and compassionate approach to addressing community standards concerns, aligning with the City's goals for safety, inclusivity, and proactive problem-solving.

2. **Resource Allocation:** The dedication of two officers to the DBIA reduces the capacity for broader enforcement coverage across the city. This reallocation of resources has impacted the department's ability to address issues in other areas, potentially leading to delayed response times and reduced community presence in outlying neighbourhoods.

The dedication of two officers to the DBIA reduces the capacity for broader enforcement coverage across the city. By removing these two officers from the broader enforcement staffing rotation, the department has experienced reduced staffing capacity to address and enforce all other City by-laws; including those related to property standards, noise complaints, parking, zoning, and animal control. This reduced capacity could potentially decrease the ability to manage service demands city-wide, potentially leading to delayed response times, reduced enforcement visibility, and challenges in maintaining consistent standards in outlying neighbourhoods.

3. **Staffing Resilience and Burnout:** Continuous assignment of the same officers to the DBIA increases the risk of burnout, particularly given the emotionally and physically demanding nature of interactions involving mental health, addiction, and homelessness.

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Additionally, rotating staff into these roles without adequate preparation may disrupt the consistency and quality of service delivery.

4. **Data Collection and Reporting:** The tracking of interactions related to the Community Standards By-Law has been effective in identifying trends and outcomes, providing valuable insights for enforcement strategies. However, the process remains resource-intensive, necessitating an efficient approach to manage and utilize this data.

To address these challenges, it is proposed that centralized data management be coordinated by administrative staff in Enforcement Services. By leveraging existing staffing resources, this approach would minimize fiscal impact while streamlining data entry and reporting processes. The administrative staff could consolidate information from officer interactions into a centralized database, enhancing the department's ability to monitor and analyze enforcement activities efficiently.

In addition, this initiative presents an opportunity to begin preliminary conversations with internal departments, such as Housing, and external service partners and community organizations. These discussions could explore best practices for tracking and managing data related to individuals experiencing homelessness or other vulnerable populations. Such collaboration would help identify innovative solutions and ensure that data collection efforts align with broader community goals.

Centralized data management and collaborative exploration of tracking best practices would also enable the By-Law Enforcement team to better leverage collected data within forums like the Encampment Task Force Group. By sharing actionable insights and trends, the department can contribute to more informed, strategic decision-making at both operational and policy levels, fostering a more cohesive and effective approach to addressing complex community challenges.

5. **Recruitment and Retention:** The specialized nature of the work in the DBIA, requiring both enforcement skills and empathetic community engagement, presents challenges in recruiting and retaining staff with the appropriate skill sets. The department must consider long-term strategies for workforce development to ensure a sustainable pipeline of qualified personnel.

Benefits:

1. **Enhanced Community Relationships:** The continuity provided by dedicated officers has allowed for the development of trust and rapport with DBIA stakeholders, a critical factor in effective enforcement and community collaboration. This relationship-building has reduced the need for escalated enforcement measures in many cases.
2. **Improved Operational Insights:** The consistent presence of officers in the DBIA has provided valuable insights into recurring issues and systemic challenges, allowing for data-driven adjustments to enforcement strategies and resource allocation.

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3. **Crime Reduction and Public Safety:** The collaborative model involving bylaw officers, police, and community partners has demonstrably improved safety in the downtown core, contributing to a 19% reduction in crime and enhanced public perceptions of the area.
4. **Foundations for Policy Development:** The challenges and outcomes identified through the DBIA initiative can inform broader policy and program development, offering a blueprint for expanding similar approaches to other areas of the city.

Long-Term Planning Considerations:

To address these challenges and maximize the benefits of the program, the following strategies should be considered for long-term planning:

- Implementing cross-training programs to ensure all officers are prepared to handle DBIA-specific issues.
- Investing in staff well-being initiatives to mitigate burnout and promote resilience.
- Developing recruitment strategies focused on attracting candidates with diverse skill sets in enforcement and community engagement.

By addressing these challenges and leveraging the benefits, the Enforcement Services Department can build a more resilient, adaptable, and effective operation that aligns with the city's goals for safety and inclusivity.

Existing Policy/By-Law

Community Standards By-Law Number 2023-214

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Jenna Morley, Legal Counsel

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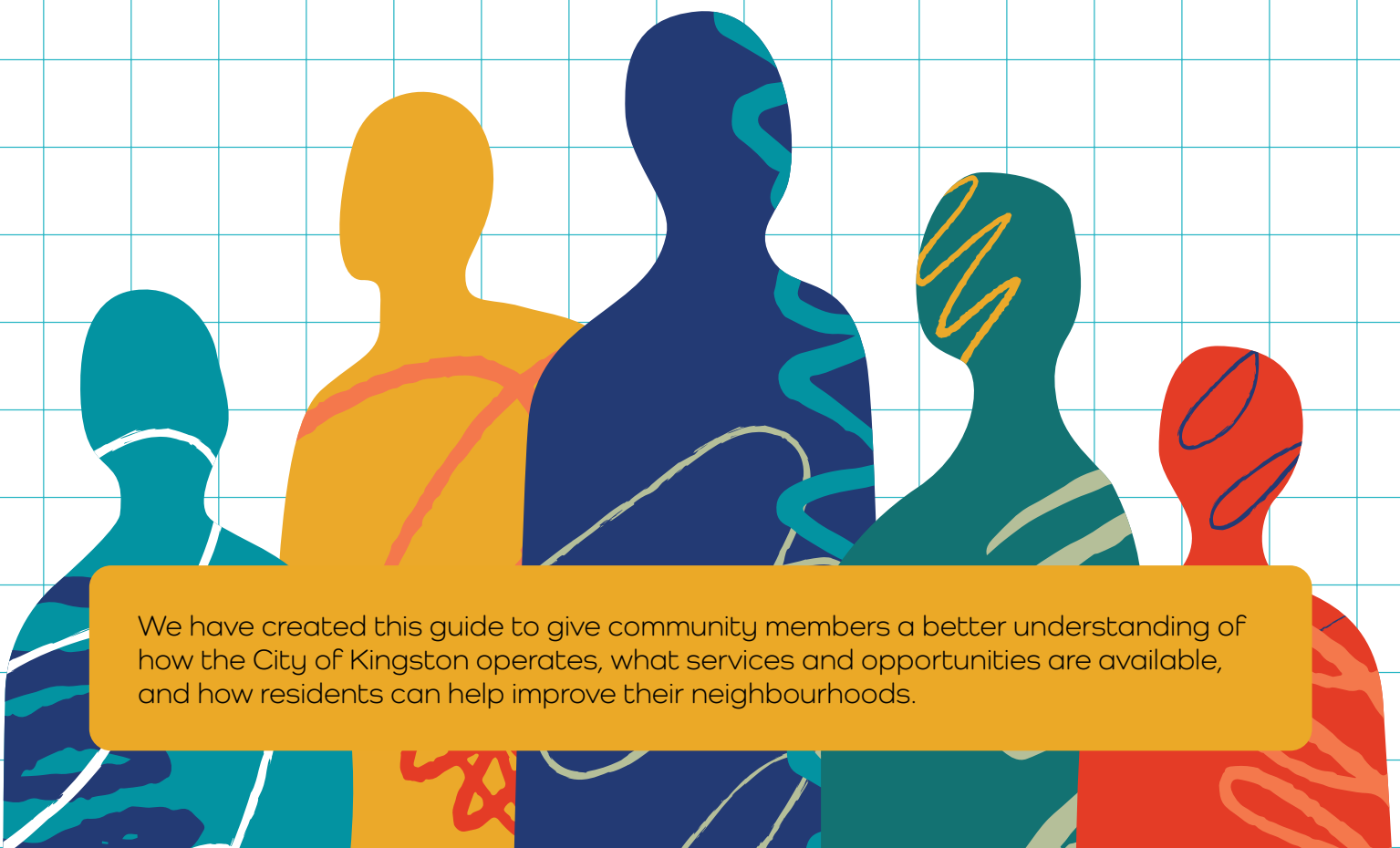
Exhibits Attached:

Exhibit A Good Neighbour Guide

Exhibit B Health Equity Impact Assessment (Executive Summary Interim Report)

Good Neighbour Guide

A guide to the City of Kingston's bylaws



We have created this guide to give community members a better understanding of how the City of Kingston operates, what services and opportunities are available, and how residents can help improve their neighbourhoods.

Land acknowledgement

The City of Kingston acknowledges that we are on the traditional homeland of the Anishinabek, Haudenosaunee, and the Huron-Wendat, and thanks these nations for their care and stewardship over this shared land.

We are committed to working with Indigenous Peoples and all residents to pursue a united path of reconciliation.

About this Guide

The Good Neighbour Guide has been created to give community members a better understanding of how the City of Kingston operates, what services and opportunities are available, and how residents can help improve their neighbourhoods. At the heart of a strong, vibrant community is a simple idea: we are all neighbours. Whether you have just moved in or have called Kingston home for years, community members have a shared responsibility to help shape a welcome, respectful and inclusive community.

The Good Neighbour Guide offers an overview of City services, bylaws, information and opportunities available to residents. This guide is not intended to solve all issues which may arise but offers assistance and information to best assist with certain significant issues based on the City's bylaws and services, with a goal of promoting a healthy, safe and vibrant community for all. This guide is also for property owners, developers and contractors who are starting a construction project. By following the requirements, best practices and communication tips in this guide, construction projects can contribute positively to the vibrancy of the community without negatively impacting neighbours.



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Community Supports and Well-Being

Getting to know your neighbours is a first step to build trust and mutual respect that can create a thriving neighbourhood. The city has a number of community safety initiatives, programs, services and resources aimed at enhancing safety and well-being for all residents. Learn more on our [Community Supports](#) page.

Welcome to Kingston

We value the unique perspectives and experiences that each individual and group brings to the city. We are dedicated to creating an inclusive city where everyone is accepted and valued for their diverse perspectives and identities. To support this vision, the city continues to offer a range of resources and initiatives to help residents feel welcome, informed, and connected:

- The “Welcome to Kingston” app, available in 16 commonly spoken languages in the city.
- The City’s [Newcomers page](#), offering details about welcome gifts such as free transit passes, Grand Theatre tickets, and Fit Passes.
- The City’s [Anti-Hate Resource page](#), which includes tools for reporting incidents, accessing support, and connecting with local services.
- The [Community Groups page](#), listing local advocacy and ethnocultural organizations.
- The [Welcome to Kingston Booklet](#), created in partnership with the Kingston Immigration Partnership (KIP), translated into 12 key languages and featuring resources for families, recreation, healthcare, employment, food access, and anti-hate support.

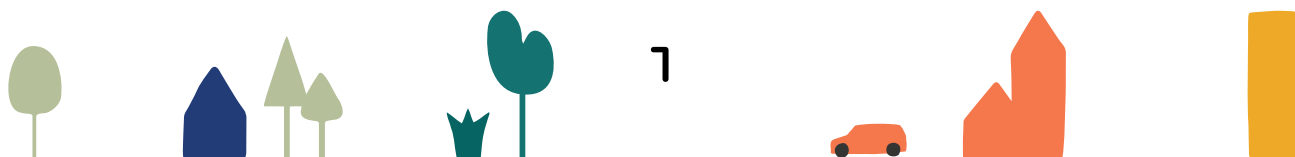
These tools are designed to make it easier for all residents to navigate life in Kingston while fostering a stronger sense of inclusion, safety, and belonging.

Community Engagement

Community engagement plays a vital role in building strong, healthy neighbourhoods with a sense of shared responsibility. Whether it is joining a [Committee or board](#), [volunteering](#) or [sharing your input](#), when residents actively participate in local decision-making and provide valuable feedback, it helps the City find effective solutions and ensures that the voices and needs of the community are reflected in policies and projects.

Neighbourhood Activation Fund

One of the key ways to engage with and strengthen your community is through the Neighbourhood Activation Fund (NAF). Whether it’s a block party, a pop-up movie night under the stars, or a small event with a big impact, the NAF provides financial assistance to help bring your ideas to life by offsetting eligible event costs, such as insurance or facility booking fees.



The Fund supports three types of events:

- Street-level events (block parties) – up to \$500 in funding
- Community-led neighbourhood events – up to \$1,500 in funding
- Pop-up movie nights – up to \$2,500 in funding

Learn more about these three event types and how the NAF can assist your community.

Complete the application form on Get Involved Kingston and get started on making a positive impact in your neighbourhood.

Food Supports

The City of Kingston supports access to fresh, healthy food through a range of community-based programs and partnerships. Whether you're looking for where to find food or how to give back, there's something for everyone.

What's available:

- Fresh produce stands and farm market pop-ups
- Food pantries and low-cost produce options
- Meal programs and community kitchens
- Pet food supports
- Community gardens and orchards
- Local farmers' markets

Visit our **Food Supports webpage** to learn more.

Community Standards

The purpose of the City's **Community Standards Bylaw** is to promote a healthy, safe and vibrant community for all residents and visitors in the City of Kingston. It regulates and prohibits activities or conditions that interfere with the public's right to use and enjoy public spaces or that negatively impact the safety, comfort or well-being of the community.

The Community Standards Bylaw addresses a variety of topics throughout this guide and provides City bylaw enforcement officers the opportunity to respond to complaints, provide education and connect residents with support services to help regulate nuisance behaviours that interfere with the safety and the reasonable enjoyment for others in a public place. To learn more about the Community Standards Bylaw visit the **City's webpage**.

Noise & Nuisance

Noise Bylaw

The **Noise Bylaw** ensures safe and enjoyable neighbourhoods for residents by limiting noise in residential areas and some City-owned places.



Activities that are always prohibited

- Playing amplified music or sound from speakers or devices at any time in residential areas.
- Engaging in construction or use of construction equipment on Sundays and holidays.
- Allowing persistent noisemaking by household pets.

Activities that are prohibited during designated times

- Playing musical instruments is prohibited from 9 p.m. to 7 a.m. and before 9 a.m. on Sundays.
- Construction activity is prohibited from 7 p.m. to 7 a.m. and on Sundays and holidays.

Loading, unloading, and handling materials is prohibited from 7 p.m. to 7 a.m. and on Sundays and holidays, unless necessary for essential services or moving household effects.

Noise exemption application

Create a [**MyKingston**](#) account to easily [**request a noise exemption**](#).

Submit your application at least eight weeks before the requested exemption date. This allows time for Council reporting and processing by staff.

Nuisance Party Bylaw

The [**Nuisance Party Bylaw**](#) allows police and bylaw officers to address the negative effects of nuisance behaviour caused by large social gatherings in local neighbourhoods by targeting party-related behaviour. To learn more about the Nuisance Party Bylaw visit the [**City's webpage**](#).

Information for those attending or hosting a party

The bylaws ensure that those hosting parties are responsible if those events get out of control. The authorities have the power to ask everyone to leave if they are causing problems in the neighbourhood, or to issue an [**Administrative Monetary Penalty**](#).

Hosting or attending a nuisance party could make you liable to pay fees to Kingston Fire and Rescue, Kingston Police, and/or municipal bylaw officers for having to be there. The current rate is \$90 per officer, per hour (or part thereof). Failure to pay these fees may result in civil court action or recovery through a collections agency.



Information for landlords

If you are a landlord, you can be charged under the existing Nuisance Party Bylaw. If there is evidence that you have allowed a nuisance party to take place on your property, you can face charges. The bylaw also allows for a warning notice to be issued to you and prohibits you from hosting another nuisance party within two years.

The University District Safety Initiative

Unsafe and disruptive behaviours as a result of recurring, unsanctioned street parties in the University District put the community at risk by putting a significant strain on emergency services and creating dangerous situations when roads and traffic are blocked.

The University District Safety Initiative exists to encourage safer behaviour from students. It formed out of a partnership between the City of Kingston, Kingston Police and Queen's University. The three organizations work together to share information and address problems in the University District. During certain times of the year such as St. Patrick's Day, move-in and orientation week, and homecoming, the University District Safety Initiative is used. When it is in effect, hosting illegal parties or violating other bylaws can result in action being taken by Queen's under their student code of conduct. It can also result in an **Administrative Monetary Penalty** being issued. In addition to paying an Administrative Monetary Penalty, you could also be given a Part I Court Summons, which would require you to appear before a Justice of the Peace in Kingston.

Use of Public Spaces

All residents and visitors should be able to enjoy all Kingston has to offer while feeling safe in public places. Community safety is a mutual responsibility that requires the active participation and cooperation of everyone – residents, bylaw enforcement, police, businesses and community organizations. The **Community Standards Bylaw** provides municipal bylaw enforcement officers tools to address a variety of behaviours that interfere with the public's right to use and enjoy public places including but not limited to:

- Engaging in or permitting conduct that is likely to disturb or interfere with the reasonable enjoyment of another person in a public place
- Urinating or defecating in a public place
- Participating in a fight in a public place
- Loitering on a highway or sidewalk in a manner that impedes the free movement of pedestrians
- Causing an obstruction on a highway such as depositing materials during transport, or damaging the surface of a highway
- Loitering in any public washroom or changeroom
- Engaging in a lewd sexual activity in a public place
- Using or displaying drug paraphernalia in specified areas
- Engaging in or permitting the unsafe disposal of needles or syringes in a public place
- Any acts of vandalism, such as removing, destroying, damaging, defacing, or tampering with City property, facilities, Kingston Transit stations or vehicles.



To report a Community Standards infraction during our business hours, call 613-546-4291 ext. 3135 or email ContactUs@CityofKingston.ca.

Free Space Initiative

Are you planning a free event, program, or meeting that brings people together and builds community? The Free Space Initiative offers eligible community members, neighbourhood groups, and ethnocultural organizations free access to select City facilities, including:

- Artillery Park Aquatic Centre
- Cataraqui Community Centre
- Rideau Heights Community Centre

Events must be free to attend, non-political, and align with the City's commitment to equity, diversity, and inclusion. Insurance is required within five business days of applying. Learn more and apply online through our [Free Space Initiative webpage](#).

Parking & Transportation

Parking Bylaw

The **Parking Bylaw** regulates how parking is managed within the city and helps prevent public nuisances such as parking a vehicle on a front yard, side yard or boulevard.

Vehicle parking

Vehicle owners are responsible for ensuring that vehicles parked on their property and adjacent streets are registered, insured and operable. Vehicles must be parked in legal parking spots or have the appropriate parking permits for occupying space on the street, as regulated by **Streets Bylaw**, **Traffic Bylaw** and **Parking Bylaw**.

- Ensure vehicles and materials are not blocking any access or egress for neighbours' driveways, waste containers, fire hydrants or streets. Parking on only one side of the road minimizes the impact on the neighbourhood and other road users.
- Turn off vehicle engines. The **Community Standards Bylaw** prohibits idling of a vehicle or boat for more than one minute in a 60-minute period, with some exceptions. An operating vehicle emits a range of gases into the atmosphere, one of which is carbon dioxide CO² – the principal greenhouse gas that contributes to climate change. One simple and effective way to reduce the production of CO² emissions from vehicles is by choosing to eliminate unnecessary vehicle idling. Idling for over 10 seconds uses more fuel and produces more CO² compared to turning off and restarting the vehicle's engine.



Parking Permits

Parking Services issues temporary parking permits for construction-related vehicles required to be parked on-site. Information about obtaining a permit can be found by calling 613-546-0000 or visiting our [Parking webpage](#). Permits can only be issued if there is space available in the area.

Recreational Vehicles

Recreational vehicles (including motor homes, campers, travel and tent trailers, boats or other watercraft, and ATVs) and utility trailers may be parked in a permitted driveway in the front yard or exterior side yard between April 1 and Oct. 31 of each year. Such vehicles are not permitted to be parked or stored closer than 1.0 metre from any lot line, in any required parking space, or in a sight triangle. Refer to the zoning bylaw that applies to each neighbourhood for specific details. Recreational vehicles and utility trailers may be parked to the interior side or rear of houses any time of the year.

You can help improve the road network by using the [Report a Pothole](#) feature online!

Transportation

The City's transportation network is not just about roads but focuses on how people move throughout the city to get to where they need to go. Our neighbourhoods consist of roads, sidewalks, transit routes, cycling pathways and walkways that make up the complete transportation network. The City is actively working on creating a healthier, sustainable and safer transportation network through [several different programs](#) such as the Active Transportation Master Plan, School Area Safety and Road Safety initiatives.



Pets & Animals

The **Animal Control Bylaw** regulates the keeping, registration, licensing, control and welfare of certain classes of animals and supports responsible pet ownership to ensure the safety and well-being of pets and the community.

Pet Owners

- Cat and dog owners are responsible for licensing their pets at three months of age and for keeping pets on their property. Dogs and cats must wear their current City of Kingston licence tag.
- Cats and dogs must remain on their owner's property or be under their control at all times. Pet owners are responsible for ensuring that:
 - Cats do not roam freely off their property.
 - Dogs are kept under control by means of a leash.
 - In designated off-leash areas, dogs remain within the owner's sight and respond promptly to owner's commands.
 - On a pathway, dogs are walked on the right-hand side, are attached to a leash and do not interfere with or obstruct other pathway users.
- Owners are required to pick up and properly dispose of their animal's feces immediately.

Learn more about **Animal and Pet Services**.

Lost Pets

Owners are encouraged to take the following measures when a pet is missing:

- Report a missing licensed pet through **DocuPet**. An up-to-date pet license can reunite pets with their owners quickly!
- Check in with the Kingston Humane Society, nearby vet clinics and other rescue organizations.
- If you use social media – or know someone who does – use it to spread the word and post a picture of your pet.
- If you find a cat roaming freely and think it might be feral, there are groups in the community that help in trapping and providing care for the animal. Learn more here: **Lost and Found Pets**.

If you find an animal loose in public that you think is a lost pet, for your safety please avoid approaching it. Instead, contact our bylaw enforcement team:

- Monday to Friday, 8:30 a.m. to 5:30 p.m. at 613-546-0000
- After hours at 613-546-4291 ext. 3135

If you are already caring for an animal you think is a lost pet, take it to the Kingston Humane Society.



Wildlife Encounters

Dealing with wildlife issues on private property is the landowner's responsibility. You can hire pest control or animal control companies to remove wildlife from your property. Learn more about the about the different types of human-wildlife interactions and how to determine the best course of action on our [Wildlife page](#).

The **Community Standards Bylaw** prohibits the feeding of wildlife or leaving food accessible to wildlife. While the feeding of wildlife may seem harmless, it can lead to serious negative outcomes for both humans and wildlife. When you feed wildlife, it can:

- Lead to animals becoming dependent on artificial food sources and the loss of natural foraging skills.
- Cause animals to lose their innate fear of humans, which can lead to dangerous encounters with people.
- Create an excessive accumulation of waste and feces.
- Make animals sick, as artificial food sources are not healthy for wildlife and reduce the amount of quality food intake.
- Lead to property damage caused by rodents, birds, raccoons, etc.
- Lead to animals gathering in large numbers, causing increased disease and sickness.

The bylaw prohibits the feeding of wildlife, subject to certain exceptions, on both private and public property.

Property Owners

Property owners are responsible for ensuring their properties remain tidy. The **Property Standards Bylaw**, **Community Standards Bylaw**, and **Yards Bylaw** establish minimum maintenance standards for buildings and properties in the city.

Civic Addressing

Owners/residents are responsible for ensuring that addresses on the front of their property are clearly visible from the roadway. To assist emergency services and other City operations, addresses must also be clearly displayed at the back of properties that are adjacent to alleys or public walkways.

Property Standards

The storage of any materials on a residential lot must not be visible from outside the property. This includes loose garbage, yard waste, bottles, cans, household furniture, packaging materials, machinery, equipment or automobile parts and appliances. In addition, when stored outside, refrigerators and freezers must be locked or have their doors removed.



Owners must take reasonable precautions to ensure that nuisances do not escape their property. This includes smoke, dust or other airborne matter, and articles such as papers, flyers and loose debris. Owners must ensure that outdoor lights do not shine directly into the living or sleeping areas of neighbouring properties.

An accumulation of building materials may only be stored on a property if the owner can establish that construction or renovation is occurring or imminent. Owners are responsible for ensuring these materials are stacked in an orderly manner. Owners/residents are responsible for ensuring that structures on their property remain in good repair.

These include:

- fences
- foundation walls, exterior walls, roofs, windows and doors
- protective or decorative finishes of exterior structures
- exterior stairs, landings, porches, balconies and decks

Grading and Drainage

All property owners are responsible for constructing and maintaining walkways and driveways in a way that prevents hazardous conditions caused by surface drainage, dirt, dust and debris. Property owners must also manage all stormwater on their lot to prevent runoff impacts to neighbouring properties or public infrastructure. Lot grading and draining should prevent rainwater and runoff from pooling against your structure or neighbouring structures, helping to reduce the risk of flooding, foundation damage, and mold. For new buildings, a lot grading plan prepared by a qualified Grading Consultant with experience in site grading and drainage is required as part of the building permit process. The permit will not be finalized without written confirmation from the consultant that grading has been completed in accordance with the approved plan.

Owners and residents must:

- Regularly check their property during rain events and ensure that eavestroughs and downspouts are clear of debris.
- Ensure downspouts and sump pump discharge are directed toward the front or rear of the property, and discharge points are at least two metres away from foundation walls, sidewalks, streets, swales or drainage features.
- Direct downspouts to encourage absorption of water into landscaped areas, prevent ice from forming on sidewalks and streets in winter, and prevent water from entering directly onto neighbouring properties.
- Ensure that rear-yard and roadside catch basins are kept free of debris (e.g., leaves in fall, snow in winter) in between maintenance activities by City work crews to minimize water ponding or freezing in backyards or in the street in front of their property.
- Direct water hoses away from neighbouring properties without an appropriate drainage swale between homes.
- Keep surface drainage facilities, including swales and catch basins, clear of any debris or obstructions that may restrict or prevent the flow of water.



- Ensure that fences built over swales provide a 15 cm (6 inch) clearance (clear space) between the top of the swale and bottom of the fence. (Consideration will be required for placement of pool fences that restrict a 5 cm (2 inch) clearance from the bottom of the fence to grade).
- Avoid placing sheds, stairs or other objects on top of swales and ensure that minimum buffer zones are respected so that runoff can enter the swale and be directed through the drainage network during a storm event as intended.

For building contractors:

- When grading a site, ensure compliance with approved grading plans and protect neighbouring properties from erosion or runoff. Communicate with adjacent property owners when making changes that may impact shared drainage patterns. Temporary construction measures such as silt fence barriers or straw bale check dams may be required to prevent sediment runoff.

With more frequent and intense storm events due to climate change, proactive drainage management helps protect not just individual properties but the larger neighbourhood drainage network. If you are experiencing a drainage issue, first assess your own property for possible solutions. Ensure your property is graded so water flows away from structures and toward appropriate drainage points such as streets or swales. Make sure your downspouts do not discharge towards your neighbour's property. Refer to your property survey or consult a licensed surveyor if you are unsure about your lot boundaries. If you or your neighbours are making changes to existing landscaping, work together to re-establish the drainage path in a way that works for both properties and City infrastructure. If you have a drainage challenge and cannot resolve it yourself, you may require assistance from professional engineering or landscaping services.

Watering Restrictions

The City of Kingston and Utilities Kingston regulates the use of water to ensure conservation and infrastructure management. It is recommended that lawns should not be watered if it is going to rain during the week.

During dry periods, it is recommended to water "slow and low" so water can sink into the soil and not run off the grass and other plantings. Watering between 11 a.m. and 3 p.m. should be avoided, as this tends to be the hottest time of the day.

Seasonal watering restrictions are in effect from June 15 to September 15 every year to conserve the use of treated water and ensure a reliable supply for adequate water reserves, pressure and fire protection.

During this time, residents and businesses with odd-numbered addresses may water on odd-numbered days, and even-numbered addresses may water on even-numbered days.



The **Water Use Bylaw** allows you to:

- use a hand-held hose, can or bucket any time on your scheduled day.
- use a sprinkler between 5 a.m. and 10 a.m. on your scheduled day.

Use water from your rain barrel anytime! Utilities Kingston customers can order one in the spring by calling 613-546-0000. It will be delivered to your home and added to your bill.

Owners and residents are responsible for ensuring that drainage from watering drains to the front street, side or rear yard swale, has no negative impact on neighbouring properties, and complies with all applicable lot grading plans or drawings.

Grass and Weeds

Owners of both developed properties and vacant lots are responsible for ensuring that grass and weeds are maintained to not exceed 15 cm (6 inches). Please note that longer grass shades its roots from the sun and chokes out weeds. Longer grass also helps create a healthier, hardier lawn by allowing longer roots to develop and holding moisture better. Owners must be compliant with the **Yards Bylaw**. If an owner has weeds listed as Prohibited Noxious, they must be destroyed. Weeds listed as Noxious must be controlled.

Snow and Ice

As per the **Property Standards Bylaw**, owners are responsible for the complete removal of snow and ice, to the bare pavement, from all private and public sidewalks and driveways. Snow or ice removed may be placed on your own property or the boulevard. In keeping with being a good neighbour, please remember that snow cleared from your property should not be deposited on your neighbour's driveway or property, or in a way that blocks any sightlines.

As a best practice, shovelled snow and ice should not be stored in such a way that melting water will drain onto your neighbour's property. Applying a sand de-icing mixture may help remove ice from sidewalks. Sidewalks and streets must also be kept clear of electrical cords used to plug in vehicles.

Trees and shrubs

Owners are responsible for ensuring that hedges, trees and shrubs on their property are trimmed so as not to interfere with pedestrians using the sidewalk and vehicles accessing a street or lane.

The **Tree Bylaw** in Kingston outlines when you need a tree permit before removing or injuring trees. It also outlines where there are restrictions on tree removal in designated woodlands and environmental protection areas. Residential property owners should ensure that the tree they want to remove is not within the municipal right-of-way or protected under a Tree Preservation and Protection Plan.



Protecting City trees

The Tree Bylaw prohibits:

- cutting, removing, pruning or removing City trees.
- planting trees or shrubs on City land.
- spraying City trees with any substance other than water.

Design construction projects with tree protection in mind to help sustain the City's urban forest. If construction equipment or debris gets close to a tree, or if a structure is built near a tree, it could injure the trunk, crown or roots of the tree.

Trees that are at least 15 cm in diameter as measured at 1.37m above ground level must comply with the bylaw.

Tree Permits

Property owners must obtain a **Tree Permit** prior to any work that may cause injury or require the removal of a tree protected under this bylaw, unless exempted by Section 5, 6 or 7 of the bylaw. Section 2 of the bylaw contains criteria on when a Tree Permit would be required.

Approval from the **Cataraqui Region Conservation Authority** may also be required. All trees located on City property, such as street trees and trees located within City parks, are also protected under the bylaw. Property owners must obtain a Tree Permit prior to any work that may cause injury or require the removal of any tree located on City property.

Concerns about property lines

The location and verification of property lines is a civil matter to be addressed and resolved between neighbours.

Protect your neighbours' property, trees and plants. Make sure construction operations and trucks are kept away from your neighbours' landscaping. If damage does occur, inform your neighbour immediately and remedy all damages within a reasonable period.

Confirm whether your land is subject to any public or private easements. An easement is a "right of use" of property by someone other than the property owner or occupier for a specific purpose. For example, Utilities Kingston usually acquires easements for the operation and maintenance of sewer and water infrastructure. Easements may be privately acquired, for example, in the case of mutual driveways. This information can be found on the deed of ownership or the survey of property. Visit the Land Registry Office to view these. In order to build on land which is subject to an easement, consent from the holder of the easement is required. This is a separate and distinct approval from the issuance of a building permit.



Home-based businesses

Operating a business out of a home in a residential neighbourhood may require a **Business Licence**. If a permit or Business Licence is required, other development and building approvals may also need to be in place before a home-based business is allowed to operate. To learn more about Business Licences, visit the **City's webpage**.

Waste & Recycling

Good neighbours keep their yards free of garbage, report illegal dumping on municipal property and adhere to the bylaws below:

- **Yards Bylaw**: prohibits anyone from using any land or structure within the City for dumping or to dispose of garbage, refuse, industrial and domestic waste.
- **Garbage Bylaw**: regulates the Solid Waste Management System for the City of Kingston, including proper disposal and use of waste receptacles. Visit the **Garbage and Recycling** webpage for information on how to dispose of your waste.
- **Streets Bylaw**: prohibits various actions to preserve the cleanliness and safety of Kingston streets such as depositing any materials onto the street.
- **Community Standards Bylaw**: prohibits storing garbage, animal excrement, compost or any other substance in a manner that becomes a nuisance by emitting offensive odours from a premises onto another premises or by attracting wildlife. The best way to reduce garbage odours is timely set-outs. Waste accumulation, especially when left outside, can lead to offensive odours when mixed with the elements.
- Maintaining a regular garbage schedule will help avoid accumulation and ensure that it is properly collected by City services every week. Please separate your garbage in compliance with City standards. Learn more on the **Garbage & Recycling webpage**. This bylaw also prohibits the dumping of donated goods except within a designated receptacle or bin, to ensure these sites are used appropriately and the area around the textile collection bin is kept tidy. It also regulates the delivery of unwanted flyers at residences where there is a visible sign or notice at the entrance of the premises indicating that the flyers are not wanted.

The City collects the following:

- Garbage is waste that cannot be reused, recycled or composted. Avoid creating garbage as it ends up in landfill and creates greenhouse gas emissions.
 - You may put out one untagged bag per week or the waste cart provided by the City in areas where automated waste collection applies.
 - You may buy bag tags for additional bags of garbage for \$4 each, which can be purchased online through **MyKingston** or **local retailers**.
 - Bags/containers that are manually collected must be less than 135L in capacity and weigh less than 20 kg (44 lbs). There is no weight limit for automated cart-based garbage collection.



- As of July 1, 2025, the City is no longer responsible for the collection of recycling. Please visit our [**Recyclable Waste webpage**](#) or [**Circular Materials' website**](#) to learn more.
- Organic waste green bins are collected weekly and are used for food waste, soiled paper products and yard waste (but only if your green bin has food waste in it that is visible to the collector). Green bins that are manually collected have a weight limit of 30 kg (66 lbs). There is no weight limit for automated cart-based green bin collection.

To learn more about additional waste diversion opportunities, please visit our [**Garbage and Recycling webpage**](#).

Keep your collector safe!

- Never put broken glass or other sharp objects in the garbage. Use the [**What Goes Where online tool**](#) to find out how to properly dispose of them.
- Do not use bungee cords or other tie downs.
- In winter, place garbage and recycling where it can be clearly seen and safely collected. Do not place containers on top of snowbanks. Choose a safe and visible ground-level location on the boulevard closest to the curb, or on the right side at the end of your driveway or walkway facing the street. You may need to shovel a “shelf” in a snowbank to create a safe collection space.

Hazardous Waste

Household hazardous waste items like paint, aerosol containers, batteries, fuels, solvents and compact fluorescent lights cannot go in your garbage and must be diverted from landfill. Bring it to the Household Hazardous Waste Depot at 196 Lappan's Ln.

For up-to-date hours of operation, please contact the City at

[**ContactUs@CityofKingston.ca**](mailto:ContactUs@CityofKingston.ca) or 613-546-0000. Not sure if it is hazardous? Look up the item using the [**What Goes Where**](#) online tool.

Giveaway Day and garage sales

The City holds Giveaway Days a few times a year to help you give away items you no longer want to neighbours who might like them. Giveaway Days keep useful items out of landfill and help residents save money. See the [**Collection Calendar**](#) for Giveaway Day dates and guidelines for putting your items out – and taking leftover items back in at 6 p.m. Residents are allowed to host up to two garage/yard sales per calendar year.

The free Kingston Waste app sends garbage and recycling schedules and reminders right to your phone. The Waste App also helps you sort your waste – just enter the name of an item and the app will tell you how to recycle or dispose of it. Download the [**Waste App**](#) for free.



Starting a construction project?

Construction and development of vacant underused land, or within the existing urban area, can contribute to the health and vitality of neighbourhoods, and improve property values. Residential infill helps protect green space, farmland, forests, wetlands and watersheds. Instead of sprawling out, the city is building up and intensifying. However, construction can also result in negative impacts. Immediate neighbours may feel the impact of equipment and increased activity. The wider community may be impacted by changes to the streetscape, the removal of trees, and the noise and dirt of the construction. If a project is not well planned, managed or communicated, construction can be disruptive and damaging.

Working and communicating with your neighbours

Owners, developers and contractors earn the trust and respect of neighbours by observing all bylaws and by taking steps to minimize the potentially negative impacts of construction. Informed neighbours are more likely to be understanding and supportive. If you are planning a project, communicate with your neighbours in person about your proposed plans early in the process. Explain the work that you want to do, the expected timelines and how it might impact them.

At the beginning of demolition and construction, the property owner and builder should provide neighbours with a way to contact them if issues arise. Create a plan with your neighbours for resolving issues. For example, offer a handout stating who should be called for immediate action and/or who should be called for less urgent, ongoing issues. Post your building permit in a prominent area on your property. Guidelines for successful projects:

- Ensure all required approvals and permits are in place.
- Talk to your neighbours so they are aware of what you are doing.
- Protect the neighbourhood including trees, shrubs and fences.
- Clean up after yourself.
- Keep noise within allowable timeframes.
- Do not block any driveways.

Are you a neighbour with construction nearby?

If you are seeking more information, you can reach out to the property owner and builder. Friendly communication is the best way to build a healthy relationship and keep the communication channels open! Similarly, many property standards concerns or complaints can be resolved by a conversation with your neighbour.

Know your property

Did you know that owners are responsible for their property, adjacent boulevards, sidewalks and the alley adjoining their property? To avoid potential complaints, make sure you're aware of your responsibilities as a property owner.



Need a building permit? Apply online using DASH – the City of Kingston's Development and Services Hub. Use DASH to:

- Get permits for everything from do-it-yourself projects at home to commercial buildings
- View status updates for your permit application
- Manage and store your application files online
- Schedule inspections on-the-go with a smartphone-friendly interface ...and more!

Visit our [**How to use DASH webpage**](#) to learn more.

Who should I call?

A list of resources, including important contacts, is available starting on [**page 23 of the Good Neighbour Guide**](#).

Building Permits and Zoning

Every development and building project must be approved before work can start. A building permit is your formal permission to begin construction or demolition. If you require a permit and do not obtain one before starting work, you can face serious and costly consequences and may have to remove or redo any or all of the work completed. To receive a building permit for construction or renovation work, the proposed plans must comply with the applicable laws and regulations, such as the [**Zoning Bylaw**](#) and the [**Ontario Building Code**](#). If a building proposal does not comply with the Zoning Bylaw, an application must be made to rezone the property or apply for a minor variance.

Compliance with the Zoning Bylaw may require approval of variances from the Committee of Adjustment. It is the responsibility of the owner and builder to ensure all work is carried out in accordance with the approved permit drawings and in compliance with applicable laws. For questions on zoning and to help understand your properties zoning please contact Planning Services. A pre-application can be submitted through DASH allowing multiple departments to comment and provide any additional applications, studies, or work that may be required to accommodate your project.

Throughout construction, the owner or builder must call the City's Building Services Department (613-546-4291, ext. 3280) for mandatory inspections at prescribed stages, including a final inspection upon completion of your project to close the permit. Find the Building Inspector for your area on our [**Building Permits webpage**](#). For new buildings, an as-built survey showing setbacks and the elevation of the top of foundation must be submitted to the building official at 1211 John Counter Blvd. prior to starting construction of the first-floor walls. To ensure construction progresses without inspection delays, it is important that owners arrange with their surveyors to have their as-built surveys prepared.



Related Approvals

Apart from the building permit issued for the proposed construction, here is a sample list of separate, but related, approvals which may also be required from the City in connection with the project. Work with your builder, architect, and other professionals involved in the project to ensure that you have identified all applicable permits.

Heritage permit

Kingston is home to a wealth of heritage properties, many of which are protected under the Ontario Heritage Act. Under the Act, alterations to a property or structure located on an individually designated heritage property or within a Heritage Conservation District require approval from the City before a building permit can be issued. Demolitions are subject to additional application and notice requirements. In some cases, a report to City Council may be needed. Heritage Planners review all building permit applications on heritage properties once a submission is made to the City's Building Services Department. It is strongly recommended that you consult with a Heritage Planner prior to making any permit application on a heritage property. A list of useful information to submit along with your drawings is available on our [Heritage Property Conservation webpage](#) or by contacting HeritagePlanning@CityofKingston.ca. To determine whether your property is designated, search the City of Kingston's Heritage Properties Register, which can also be found on the above webpage.

Site Alteration Permit

The Site Alteration ByLaw regulates the placing or dumping of fill, the removal of topsoil and the alteration of the grade of land within the City, unless exempted by Section 4 of the Bylaw. The Site Alteration Bylaw does not apply to site alterations proposed in areas regulated by Ontario Regulation 148/06: Development, Interference with Wetlands, and Alterations to Shorelines and Watercourses, which is administered by the Cataraqui Region Conservation Authority. The majority of homeowners within the urban boundary are exempted from the Site Alteration ByLaw but the following are best practices that should be applied to limit negative effects on your or your neighbours' properties.

Site Alteration should:

- Include fill that is free of waste, asphalt, trash, rubbish, glass, liquid, or toxic chemicals and that complies with Ontario Regulation 406/19.
- Not cause ponding or changes in existing surface water flows that negatively affect adjoining properties.
- Have finished grade properly landscaped after work is completed.
- Have erosion and sediment measured in place where appropriate.
- Ensure that stormwater is managed on your property as much as possible, where storm water is not able to be managed on your property it should be controlled and directed to municipal stormwater infrastructure where available and away from adjacent private property.
- Not alter grade within 0.6m of adjoining properties.
- Not occur within shared drainage swales.



Street Encroachment Permit

An **Encroachment Permit** from the Corridor Control Group in Public Works must be obtained before storing any construction equipment or materials, such as dumpsters, on the sidewalk or street. Encroachment permits must be submitted through the **MyKingston** portal. A **Cut Permit** must also be obtained from Corridor Control prior to commencing any work in the road allowance.

Call before you dig

To avoid digging into underground pipes and wires, any time you plan to dig on or near your property, contact Ontario One Call at 1-800-400-2255 or go to **OntarioOneCall.ca** at least five business days before you dig, to request a free public utility locate. This simple step helps identify the location of underground utilities like gas lines, electrical cables, and water pipes, preventing costly damage and potentially dangerous situations.

Call if you are planting a tree, putting in a deck or fence, or even just driving in a stake or post, as some pipes and lines are just below the surface:

- The address for the digging, including the nearest intersection,
- The description of work being done, and
- The Contact persons phone number and email address

Severed underground lines could cause explosions, flooding or a loss of essential services, and you could be liable for restoration costs and potential legal action. Research reveals that 1 in 4 residential digging projects leads to accidental damage to underground infrastructure. Call before you dig!

Sewer Discharge Permit and Water Connections

The **Sewer Use Bylaw** regulates and prohibits the improper discharge of water and sewage into Kingston's sanitary and storm sewer systems. It also enables inspections to ensure compliance and to protect both public infrastructure and the environment. For all new residential construction, new water and sewer service connections must be installed in accordance with City standards and require a building permit. To help prevent flooding, protect the sewer system, and comply with the bylaw:

- Disconnect downspouts that drain directly into the ground and connect to the sanitary sewer. Instead, direct them to discharge onto landscaped areas (such as your lawn or garden), at least two metres away from your home's foundation.
- Sump pump discharge must also be directed onto your lawn or garden, at least two metres away from your foundation. It must not be connected to the sanitary lateral or internal sanitary plumbing system.
- Foundation drainage (weeping tile) must be directed to a sump pump. It must not flow into sanitary plumbing, as this can overwhelm the sewer system and cause backups during heavy rain.
- If you see a catch basin covered in leaves, snow, or debris near your home, consider clearing it when safe to do so. Keeping catch basins clear helps prevent local flooding and protects your neighbourhood from water pooling and ice formation.



How to avoid common complaints and issues

Understanding the bylaws and getting ahead of issues before they become problems can help you and neighbouring residents avoid complaints and possible fines.

Building materials and construction dust

The **Community Standards Bylaw** identifies reasonable preventative measures that owners and contractors engaged in construction activities must take to prevent loose construction materials from blowing away.

Consider secure storage that is sheltered from wind such as a storage facility or covered bin, tarps or covers that are tightly secured, weighing down lightweight materials, erecting temporary windbreaks or barriers around the construction site, planning construction activities to minimize exposure to windy conditions whenever possible, communication and education for workers and compliance with measures for preventing material loss, and regular inspection and clean-up of the worksite.

Construction dust is very disruptive to the environment as dust pollution contributes to reducing air quality, soil degradation, and water contamination. Recognizing that some loose dust is unavoidable during construction, the bylaw identifies reasonable preventative measures such as wetting building materials, installing wind fencing, and regular cleaning of the construction site, etc. to prevent construction dust from escaping.



Tips for a clean work-site:

- Do not litter on neighbouring property with garbage, construction or renovation waste. Clean the site daily.
- Place construction and renovation waste dumpsters in locations that will minimize impact on neighbours (e.g. away from their homes, not blocking driveways).
- Do not use City-issued waste bins (Blue Bin, Grey Bin, Green Bin) to dispose of construction and renovation waste.
- The City will not collect construction and renovation waste from the property, as defined on the City website. Remove this waste from the site on a regular basis. Construction and renovation waste is accepted at the privately owned waste transfer stations in the City.
- Do not burn waste.
- When selecting where to put portable toilets, take steps to minimize the impact they can have on neighbours (i.e. sight and smell).
- Ensure that construction and renovation waste is properly secured to prevent windblown litter on your streets or in neighbouring yards. These materials can also be sharp and dangerous and should be kept secured at your property.
- If you are the constructor and you are blocking access to curbside waste collection and prohibiting the City's waste collection vehicles, you must move the waste items (garbage, recycling boxes and green bins) to an accessible location and then return to the owner.
- Cut concrete and stone with wet saws to reduce dust.
- Sweep the sidewalk and street at the end of every workday when excavating, backfilling, or doing heavy cutting of masonry.
- Use a fence filter that absorbs the dust in order to better contain dust.
- If planned work will be particularly dusty for lengthy periods of time, notify your neighbours, and provide them with an opportunity to close their windows.
- Rasping of exterior sheathing is to be contained on site to ensure it does not blow onto neighboring properties or into city sewers. Solutions include enclosing scaffolding with netting to help contain styrofoam fines and prevent transport via wind drift.

Dirt on the sidewalk or road

As required by the **Streets Bylaw**, remove any dirt or mud tracked onto the streets and sidewalks daily. Hose down trucks before leaving the site if mud tracking is a serious problem. You should immediately flush or sweep down any road that has substantial dirt or mud build-up.



Safety conditions

- Enclose the construction site with protective fencing to restrict access as mandated by section 10 of **Building Bylaw**. The construction fence must follow the standards provided in the Bylaw. Protective fencing must be in place before demolition or construction begins.
- Construction project safety is regulated and enforced by the Province's Ministry of Labour. **The Occupational Health and Safety Act** outlines the requirements for workers and work sites.
- When hiring a builder or contractor, make sure they are licensed, as required by the **Business Licensing Bylaw**. You can call Licensing & Enforcement at the City of Kingston to verify at 613-546-4291 ext. 3150.
- In winter, clear the ice and snow from the sidewalks next to the construction within 12 hours of a snowfall.
- Handle asbestos and lead in accordance with the **Provincial Designated Substance Regulation (O. Reg. 490/09)**. The regulation applies to the owner of a project, and to every constructor, employer and worker who works in or on the construction project. The Ministry of Labour has an online Guide to the **Regulation Respecting Asbestos** on Construction Projects and in Buildings and Repair Operations and information about **Lead on Construction Projects**.
- Do not leave dangerous building materials, equipment, or vehicles on the site unattended.
- If you are working near overhead power lines, you must call electrical utility to have your lines de-energized, relocated, removed or covered.

Additional resources for builders

Residential Infill Website

The City's **Projects and Construction** page hosts residential infill projects, which have received a building permit and contact information for City staff and external project leads.

Planning and Development Map

The **Planning and Development Map** shows active development activity, building permit activity, Heritage Permit applications and Official Plan and zoning information. The applicable Zoning Bylaws control the use of land in your community. They stipulate how land may be used, where buildings and other structures can be located, the types of buildings that are permitted and how they may be used, as well as the lot sizes and dimensions, parking requirements, building heights, and setbacks from the street.

Committee of Adjustment

The **Committee of Adjustment** consists of seven members, who are appointed by City Council. The committee holds public hearings to consider applications for minor variances, permission, and consents. The Committee of Adjustment meets once a month at 1211 John Counter Blvd. All meetings are open and members of the public can speak to each application.



Cataraqui Region Conservation Authority (CRCA)

Some properties may also be located within an area regulated by the **CRCA**. Any development or site alteration within CRCA regulated land is subject to the criteria of **Ontario Regulation 148/06** and requires CRCA approval.

CRCA approval is required before a building permit can be issued. Please contact the CRCA at 1-877-956- CRCA (2722) for more information.

Notice of project

Before work begins on a construction project, the Constructor may need to file a **Notice of Project (NOP)** with the Ministry of Labour. The Government of Ontario has some great **tools** and **information** to keep you informed. You may be asked to complete the Notice of Project as the property owner. Some construction **FAQs: health and safety things you should know**.

Utilities Kingston

Utilities Kingston is unique in Ontario, combining water, wastewater, gas, electrical and broadband networking services in one company.

If you are a Utilities Kingston customer experiencing a power outage or water service disruption, visit the **Water or electricity disruptions webpage** for real-time updates. To report a new outage, water main break, gas smell or other utility emergency, call the 24/7 emergency line at 613-546-1181.

Opening or closing your account

If you're moving or need to open or close your utility account, please contact Utilities Kingston a minimum of five business days in advance to ensure services are available on the date requested. Requests can be completed using the **Opening and closing an account online form**.

Only the person named on the bill is authorized to make any changes to the account and remains fully responsible until the cancellation request is received and processed.

How can the City's Bylaw Enforcement team help?

The City's Bylaw Enforcement team is here to help! Whether you have a question about where to park your boat, when to use fireworks, or how to put your household waste out, the Bylaw Enforcement team can help you navigate the City's bylaws. Remember, the main goal of the Bylaw Enforcement team is to ensure that everyone can enjoy a safe, clean and enjoyable Kingston. Primarily, this means enforcing the City's solid waste-related, noise and animal control bylaws (**Bylaws and Animal Services**).



Our three-step approach to bylaw enforcement

The best way to ensure that all residents can enjoy a safe and clean Kingston is through education. This is why the City generally follows this three-step enforcement process:

1. For a first infraction, you'll receive an informative notice. Don't worry, this isn't a formal warning! We just want to tell you a little more about the City's bylaws.
2. For a subsequent violation, you'll receive a formal written warning.
3. Finally, subsequent violations after a formal written warning will go straight to charges.

Please note that serious violations that can affect the immediate safety and welfare of residents may go straight to charges, for example: for an aggressive dog being at-large or for illegal dumping or spills. The City wants to work with residents to find solutions that work for everyone. If you have a question about our bylaws – get in touch!

Call 613- 546-4291 extension 3135,
email BylawEnforcement@CityofKingston.ca, or visit our
[Bylaws and Animal Services](#) page.

Who should I call?

You have tried talking to the property owner and builder, but you cannot reach them or the issues are not resolved. Now what? The directory below shows which City divisions or Provincial Ministry is responsible for addressing certain concerns. City bylaws can be found on our [Commonly Requested Bylaws](#) page.

Directory

Kingston Police

- Possible danger to a person or property
Contact Kingston Police: 9-1-1
- Report a hate motivated activity
Contact Kingston Police
- Emergency: 9-1-1
- Non-emergency
Call 613-549-4660
or TTY 613-549-8792

File a report online to the Kingston Police.
View a list of [Anti-Hate Resources](#) on our website.

Utilities Kingston

Contact: 613-546-1181 or online via
Contact us webpage.

- Watering restrictions
- Obtain rain barrel
- Water service disruption
- Water main break
- Sewer backup
- Basement flooding
- Traffic signal or streetlight issue



Possible natural gas leak (smelling natural gas)

Leave the area immediately and do not do anything that could create a spark.

Contact your natural gas provider.
Utilities Kingston: 613-546-1181
Enbridge: 1-866-763-5427
Or Emergency: 9-1-1

- Power and water service outages or gas smell
 - Dangerous electrical condition
 - Report downed powerlines and other utilities issues
- Contact your utility provider.
Utilities Kingston: 613-546-1181
Hydro One: 1-800-434-1235 Eastern Ontario Power:
1-844- 601-9473

Licensing and Enforcement, City of Kingston

Parking concerns on public property (streets and parks)

613-546-0000

Applicable Bylaw:

- [Parking Bylaw](#)

Idling vehicles

613-546-4291 Ext. 3135
Monday - Friday: 8 a.m. to 8 p.m.

Applicable Bylaw:

- [Community Standards Bylaw](#)

Noise & Nuisance

613-546-4291 Ext. 3135
Tuesday - Saturday
9 p.m. to 3 a.m.

Applicable Bylaws:

- [Noise Bylaw](#)
- [Nuisance Party Bylaw](#)

Property standards

613-546-4291 Ext. 3135
Monday - Friday: 8 a.m. to 8 p.m.
Saturday - Sunday: 10 a.m. to 6 p.m.

Applicable Bylaws and Legislation:

- [Municipal Act, 2001](#)
- [Yards Bylaw](#)
- [Property Standards](#)
- [Sign Bylaw](#)
- [Community Standards Bylaw](#)
- [Garbage Bylaw](#)
- [Streets Bylaw](#)

Planning Services, City of Kingston

- Trees not being protected
- Development approvals
- Zoning Bylaw violation
- Site Alteration

Planning@CityofKingston.ca

613-546-4291 Ext. 3180
Monday - Friday: 8 a.m. to 8 p.m.
Saturday - Sunday: 10 a.m. to 6 p.m.

Applicable Bylaws and Legislation:

- [Tree Bylaw](#)
- [Planning Act, 1990](#)
- [Zoning Bylaws](#)
- Site Alteration Bylaw



Building Services, City of Kingston

- No permits (or deviation from permits) for construction or demolition in progress or completed
- Protective fencing on construction sites (missing, incomplete, hazardous)
- Grading and drainage of property (if there is an open construction permit)

BuildingPermits@CityofKingston.ca

613-546-4291 Ext. 3280

Monday - Friday: 8:30 a.m. to 4:30 p.m.

Applicable Bylaws and Legislation:

- **[Building Code Act and Ontario Building Code](#)**
- **[Building Bylaw](#)**
- **[Sign Bylaw](#)**
- **[Fence Bylaw](#)**

Construction site safety concerns

Contact **[Ministry of Labour](#)**

Public Works, Transportation & Engineering Services, City of Kingston

Encroachment or access onto
City property

Transportation@CityofKingston.ca

613-546-4291 Ext. 3180

Grading and drainage of
existing property

613-546-4291 Ext. 3130

Solid Waste Services

- Garbage and Waste disposal
- Replace broken, lost or stolen green bins (bring damaged ones with you).
- Drop off hazardous waste (April through November) or yard waste

Garbage bylaw inquiries

196 Lappan's Ln.

Monday - Friday: 8 a.m. to 5 p.m.

Saturday: 8 a.m. to 4 p.m.

Applicable Bylaw:

- **[Garbage Bylaw](#)**





Health Equity Impact Assessment of the City of Kingston Community Standards By-Law

Interim Report

27 June 2025

Key Points

- There is no evidence thus far that enforcement of the Community Standards By-Law has had adverse health effects on marginalized community members.
- Municipal Law Enforcement Officers (MLEOs) are viewed positively by community members, and are respectful and compassionate in their interactions with those who are marginalized.
- Research participants who are unhoused do not feel included in the general Kingston community or the By-law's vision of promoting a healthy, safe and vibrant community for all.
- Lack of hygiene facilities (toilets, showers) are seen as a clear gap for those who are unhoused.
- Further research is underway to collect and analyze data from a broad cross-section of Kingston community members to ensure potential impacts of the By-Law on all citizens are considered.

Research Purpose and Scope

On May 1, 2024, the City of Kingston implemented a new Community Standards By-Law (CSB), City of Kingston By-Law Number 2023-214, in response to increased reports of abusive and threatening behaviour in the City. The overall purpose and intent of the By-Law is

to promote a healthy, safe and vibrant community for all residents and visitors in the City of Kingston by regulating and prohibiting activities or conditions that interfere with the public's right to use and enjoy public spaces or that negatively impact the safety, comfort or wellbeing of the community.

The CSB gives local By-Law officers new tools to address behaviours that breach the CSB. Though the CSB addresses a number of diverse activities, including odours, idling, and feeding wildlife, some citizens and City Counsellors were concerned that section 9, *Safe Use of Public Spaces*, could have the effect of further marginalizing people who are unhoused and underhoused by prohibiting loitering on sidewalks and other activities. On the advice of the KFL&A Medical Officer of Health, City Council requested a Health Equity Impact Assessment (HEIA) to assess any unintended health consequences from the implementation of the CSB on already marginalized groups.

The City of Kingston contracted a team of health researchers from Queen's University to conduct the HEIA. The team comprises:



- Dr. Samantha Buttemer, Department of Public Health Sciences
- Dr. Kaitlyn Patterson, Department of Public Health Sciences
- Dr. Kathy Pouteau, Department of Family Medicine
- Dr. Elaine Power, School of Kinesiology & Health Studies (Principal Investigator)
- Dr. Eva Purkey, Department of Family Medicine

Informed by Public Health Ontario's HEIA Workbook, the Queen's research team is in the process of collecting and analyzing data from multiple sources, including:

1. observations with Municipal Law Enforcement Officers (MLEOs) (also known as By-Law Officers)
2. interviews with key informants, including MLEOs, Welcoming Streets Stewards, the Executive Director of the Kingston DBIA, and staff in a variety of key community agencies¹ serving people who are marginalized, including Indigenous clients
3. an in-person, short survey of people using public spaces in downtown Kingston about their perceptions of safety
4. focus groups and interviews with people who are unhoused, underhoused, experiencing mental illness or using substances, including focussed recruitment of Indigenous people
5. secondary analysis of data collected specifically for the HEIA by MLEOs during the first 12 months of By-Law enforcement

Data Collection & Analysis

To date, the following research stages have been completed:

1. observations with the MLEOs patrolling in downtown Kingston
2. qualitative, semi-structured, open-ended interviews with 15 key informants, ranging from 15 to 120 minutes each; preliminary analysis of the interview transcripts has been completed
3. 200 short surveys of people using public spaces in downtown Kingston, at various locations and different times of day and days of the week
4. one semi-structured focus group of with nine participants who are unhoused
5. preliminary analysis of the secondary data collected by the MLEOs

Research phases still to be completed:

1. recruitment of an additional 15-20 participants who are unhoused or underhoused for focus groups or interviews
2. detailed coding and analysis of interview and focus group transcripts

¹ In compliance with the clearance obtained from the Queen's University General Ethics Research Board and research ethics standards, we will not individually identify front-line staff or their agencies. Participants who could be identified, including MLEOs, Welcoming Streets Stewards, and the ED of the DBIA have been given an opportunity to review the interim findings.



3. detailed analysis of the short surveys
4. detailed analysis of the secondary data collected by the MLEOs

We expect the release of a final report by the end of summer 2025.

Preliminary Findings

By-Law Enforcement

Observations and interviews suggest that the Municipal Law Enforcement Officers (MLEOs) who are patrolling downtown are mature, experienced, skillful, and respectful. Their philosophy is to build relationships, trust, and rapport with people who frequent the downtown in a proactive rather than reactive way, and to connect those who are unhoused, mentally ill or using substances with resources. The MLEOs frequently contact outreach workers and AMHS workers to support identified needs.

When we're addressing people engaged in community standards related concerns, we see the person and we see the need. And we're like, 'Okay, what could we do to try and alleviate, or assist them in this process?' Because, ultimately, if we can, if we can be a part of that, the solution, I feel that that creates a more sustainable future for them....

I find that that model or at least that approach has been very successful when it comes to engaging with people on this type of concern or complaint received, when dealing with community standards related issues in particular. Because we've had that invested time and got to know people, when we do communicate with them, there's more of a trust and an ease about the process, because people understand that we're there to support them to the best of their ability. Sure, there's a reason that brought us there, but we also see them as people. And we see their value, their intrinsic value in the community and therefore, we want to try our best to try and, I don't want to say turn the situation around. But guide the situation to be, have a better solution for all parties involved. (interview with MLEO)

The MLEOs call police when their own or others' safety is threatened. However, there is evidence that the interventions of the MLEOs and street outreach workers are decreasing the overall volume of calls to Kingston Police from downtown businesses for activities related to the CSB.

We respect them [marginalized people who frequent the downtown] and they respect us back. Obviously, people are going to have their bad days, or there's going to be situations where we feel we can't safely handle it. And then we



escalate that to police. But for the most part, I think we have good relationships with the people down there. (interview with MLEO)

The evidence from observations and interviews suggests that the implementation of the CSB in the downtown is respectful of those who are unhoused, mentally ill, and using substances. In their conversations with marginalized people who frequent the downtown, the MLEOs are identifying needs and helping to connect people with available services. This conclusion is corroborated by focus group participants who are unhoused (see below).

The research team commends the City's use of dedicated MLEOs who patrol downtown with a trauma-informed approach, and the MLEOs' commitment to respect the dignity and humanity of marginalized community members.

The Downtown Kingston Business Improvement Area (DBIA)

Beginning in July 2023, the DBIA introduced a pilot program, *Welcoming Streets*, in partnership with Addiction and Mental Health Services (AMHS) and with funding from the City of Kingston. Welcoming Streets currently has one full-time and one part-time street outreach worker, who work with an AMHS outreach worker to support people who are unhoused, mentally ill, or using substances, and connect them with services. The outreach workers also support business owners and their staff in dealing with difficult situations and provide education and training. They are also working with downtown service providers to identify and fill service gaps.

The DBIA also hosts a biweekly "Boots on the Street" meeting of those who are interacting with marginalized people, such as the MLEOs, Kingston Police, outreach workers, etc. These meetings are opportunities for people to better network, identify trends and issues, and brainstorm solutions.

The DBIA recognizes that supporting those who are marginalized is good for everyone, including businesses, residents, and visitors. This work is constructive, building networks and communication, with creative problem-solving to make the most of the available resources in Kingston to support marginalized people.

The research team commends the valuable services offered by the Downtown Kingston BIA in collaboration with Addictions and Mental Health Services (AMHS).

Community members who are unhoused

Preliminary analysis of a focus group with nine community members who are unhoused shows that they believe that the general public and politicians hold negative perceptions of them. Despite the By-Law's intention to make Kingston "healthy, safe, and vibrant for **all** residents" (emphasis added), focus group participants did not feel they were included in "all residents." Indeed, they thought the By-Law was implemented at their expense. In the context of multiple overlapping crises—a housing crisis; a toxic drug supply & overdose crisis; woefully inadequate social assistance rates; scarce, incomplete, and culturally inappropriate mental health and addictions services—along with a political



environment increasingly hostile to them, people in Kingston who are unhoused saw the CSB as part of an overall climate in which they feel rejected; their individuality, unique histories, basic human dignity and human rights ignored; and their needs and perspectives seldom considered. Social exclusion of this magnitude has profound physical, mental, emotional, spiritual, and social health effects, both directly and indirectly, on top of the complex trauma histories carried by people who are unhoused. However, the health impacts of this social exclusion are not a direct effect of the CSB *per se*.

Focus group participants were careful to differentiate between MLEOs and police officers. They found the MLEOs respectful and helpful; however, interactions with police were characterized as aggressive, disrespectful, and harassing. Three front-line key informants also spoke spontaneously of having witnessed interactions between police and marginalized community members that appeared to be unnecessarily aggressive or violent. Focus group participants spoke of being approached by police officers for no apparent reason, and feeling anxious and embarrassed as they waited for police to “run their name,” even if they had no reason to worry. Just seeing a uniformed officer causes distress and anxiety for some, unless they can verify that it is an MLEO, not a police officer.

Front-line agency staff, concerning the CSB

Some front-line agency staff were unaware of the By-Law. Most had little to say about the By-Law *per se*, though a few spoke of the need for safe, comfortable places for people who are unhoused to rest or (legally) loiter during the day. Some key informant service providers noted changes in their client population that correspond with the concerns that prompted the By-law, notably increased levels of aggression², open public use of injection drugs, and behaviours that are generally considered to be socially unacceptable. Some service providers have developed codes of conduct, which they never had before, and reported that the numbers of people they have had to ban for unacceptable behaviours have increased substantially. Some have changed their operations in response to these new challenges.

Front-line agency staff, concerning the broader context

In general, front-line agencies and workers are overwhelmed trying to meet the needs of marginalized community members and frustrated by gaps in available services, particularly access to appropriate, safe, and dignified housing (temporary and permanent), and mental health and addictions services and treatment. In response to a question about how to achieve the By-Law’s purpose to make Kingston a “healthy, safe and vibrant community for all residents and visitors,” we repeatedly heard variations on the phrase “the system is broken.” This leads to high levels of stress and frustration, and an increased likelihood of burnout among front-line workers. Along with increased numbers of people

² One community agency noted increased levels of aggression among some donors as well, who are abusive to staff and volunteers.



who are unhoused, using substances, or experiencing mental illness, front-line workers noted that many are in more precarious situations and in worse health than in the past, functioning in survival mode. Front-line workers serving Indigenous peoples find it nearly impossible to find culturally safe services for their clients, particularly addictions and mental health treatment. Some agencies are struggling to balance tensions and competing needs among different client groups. We also repeatedly heard about the need for more public toilets and bathing/showering facilities for those who are unhoused.

In the words of one front-line worker:

[We need] real solutions, and not band-aids. Not what's going to make the predominantly older, white, rich people comfortable but what is actually needed for the majority of people. As a society, we're only as strong as our weakest link, and right now, those that are struggling with homelessness and addictions, they are our weakest link. But when I look at them, I see strength. You know? Everything that they've overcome, everything that they deal with on a daily basis, and they're still functioning; they're still offering other people help. And we need to step in and make sure that everybody has at least their basic needs covered. As a society, that should be the baseline of what we do.

The concerns and perspectives shared by front-line workers are common in communities across the province and the country, as municipalities and community agencies struggle to cope with the effects of decades of underfunding of affordable housing, mental health and addictions services, and income security programs. In the context of an affordability crisis, a toxic drug supply and overdose crisis, and a mental health crisis, the impacts on communities are overwhelming. For Indigenous people, these adverse conditions are compounded by the enduring legacies and ongoing impacts of colonialism.

Interim Conclusion

There is no evidence that the implementation of section 9 of the CSB has adversely impacted the health of marginalized community members. However, achieving the goal of the CSB, “to promote a healthy, safe and vibrant community for all” will require upstream action from provincial and federal governments to address the root causes of the issues that the CSB seeks to address.

Queen’s University Research Team:

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