

# ACCESSIBILITY POLICY

Policy No: 01/13  
Effective Date: January 1, 2013  
Amended Date: October 21, 2015

## **1. POLICY STATEMENT**

*The Regional Municipality of York Police Services Board (“the Board”) is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable effort to provide equitable access to programs, services and facilities in a way that respects a person’s dignity and independence.*

*The Board is governed by the Accessibility Plan as adopted by The Regional Municipality of York (the “Region”).*

*The requirements set out in this Accessibility Policy shall form part of the Police Services Board’s Policy Manual and the Chief of Police shall comply with these requirements in directing the York Regional Police (the “YRP”).*

## **2. APPLICATION**

This policy applies to Board members and Board staff, YRP, volunteers, agents and other persons working on behalf of both YRP and/or the Board.

## **3. PURPOSE**

This policy identifies how YRP, under the direction of the Chief, and the Board achieve and maintain accessibility by meeting the requirements of the accessibility standards of the:

1. *Accessibility for Ontarians with Disabilities Act, 2005 (“AODA”);*
2. *the Accessibility Standards for Customer Service, Ontario Regulation 429/07 (“ASCS”);*
3. *the Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 (“IASR”); and*
4. *future regulations as amended.*

This policy meets the compliance requirements of the deadline set out in Part 1 s. 3(4) of Ontario Regulation 191/11 under the AODA and requires that the Chief of Police takes steps to ensure that YRP’s policies, practices and procedures are compliant with the AODA and its regulations.

## **4. DEFINITIONS**

### **Accessibility:**

For the purposes of this policy, the degree of ease that goods, services and facilities can be used by a person with a disability (see Disability).

**Accessibility Plan:**

A document approved by the Region and made available to the public that includes:

- a. the strategy to identify, remove and prevent barriers to people with disabilities and meet its requirements under the enacted regulations of the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA), and
- b. all other information and actions required under the *Ontarians with Disabilities Act, 2001* (ODA) and AODA.

**Accessibility Standard:**

A minimum requirement that persons and organizations must follow to identify, remove and prevent barriers to accessibility.

**Accessible Customer Service Policy**

A policy adopted by the Board in 2009 to ensure compliance with the requirements of the *Accessibility Standards for Customer Service Regulation, Ontario Regulation 429/07*.

**Accessible Formats:**

May include, but are not limited to, large print, recorded audio and electronic formats, Braille and other formats usable by people with disabilities.

**Agent:**

A third party individual or organization who deals directly with members of the public to provide a program, service or facility on behalf of the Board.

**AODA:**

*Accessibility for Ontarians with Disabilities Act, 2005* as may be amended.

**ASCS:**

*Accessibility Standards for Customer Service, Ontario Regulation 429/07* as may be amended.

**Barrier:**

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including physical, architectural, information and communications, attitudinal, technological, policy or practice barriers.

**Board:**

The Regional Municipality of York Polices Services Board and Board staff.

**Chief of Police:**

The Chief of Police for York Regional Police as appointed by the Board or his/her designate.

**Communication Supports:**

May include, but is not limited to, captioning, augmentative sound devices, plain language, sign language and other supports that facilitate effective communications.

**Disability**

As defined in the *Ontario Human Rights Code*:

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

**IASR:**

*Integrated Accessibility Standards Regulation, Ontario Regulation 191/11 as amended.*

**Policies, Procedures and Practices:**

Policies – what you intend to do, including any rules for staff

Procedures – how you will go about it or the steps staff is expected to take

Practices – what you actually do on a day-to-day basis, including how your staff actually offers or delivers your services.

**Region:**

The Regional Municipality of York

**York Region Accessibility Advisory Committee**

The York Region Accessibility Advisory Committee advises Regional Council, the Board and YRP on how to make it easier for people with disabilities to use programs and services offered by the Region, the Board and YRP.

**5. RESPONSIBILITIES**

The Board will adopt policies as required under the AODA and will adhere to the accessibility policies and planning guidelines adopted by the Region.

The Board will review the Region's accessibility plan to ensure it includes accessibility measures required for the Board's compliance with the AODA and regulations.

The Chief of Police will ensure that:

- All requirements of the ASCS, O. Reg. 429/07 under the AODA are met on an ongoing basis.
- All requirements of the IASR, O. Reg. 191/11 under the AODA are met on an ongoing basis in accordance with the timelines set out in the regulation.

- Policies, practices and procedures are aligned with all requirements of the IASR, O. Reg. 191/11 under the AODA.
- Accessibility requirements related to the implementation of this policy are part of the annual budget and planning processes.

## **6. DESCRIPTION**

This Accessibility Policy functions as an overarching policy for the requirements of the accessibility standards developed under the AODA:

- Customer Service Standards (ASCR, O. Reg. 429/07)
- General Standards (IASR, O. Reg. 191/11)
- Information and Communications Standards (IASR, O. Reg. 191/11)
- Employment Standards (IASR, O. Reg. 191/11)
- Design of Public Spaces Standards (IASR, O. Reg. 191/11)

Compliance with the AODA is achieved by YRP, under the direction of the Chief, and the Board through the following directives:

### **1. Customer Service**

The Board and YRP are committed to providing excellent customer service to everyone, including people with disabilities. When serving customers with disabilities, reasonable efforts shall be made to provide the same level of service given to other customers and service shall be provided in a manner that respects their dignity and independence. The Accessible Customer Service Policy governs how the Board offers goods and services to people with disabilities.

### **2. Accessibility Planning**

Accessibility planning for the operations of the Board and YRP will be reflected in the Accessibility Plan adopted by the Region. The Accessibility Plan is reviewed and updated at least every five years and is done so in consultation with the York Region Accessibility Advisory Committee.

### **3. Procurement**

Where possible, the Board and YRP will incorporate accessibility criteria and features when procuring or acquiring goods, services and facilities, including self-service kiosks. If it is not practicable to do so, staff will document the reason for not being able to incorporate or meet the accessibility criteria and provide such documentation upon request.

### **4. Training**

All individuals to whom this policy applies will be trained in accordance with the regulations under the AODA. The Board and YRP will each keep a record of the

training provided to their respective staff and members, including the dates on which training is provided and the number of individuals trained.

## **5. Feedback**

The Board and YRP have processes for receiving and responding to feedback on the manner in which the Board and YRP provide goods and services to the community. The Board and YRP will ensure that the processes are accessible to people with disabilities by providing or arranging for the provision of accessible formats or communication supports upon request.

## **6. Accessible Formats and Communication Supports**

The Board and YRP will upon request provide or arrange for the provision of accessible formats or communication supports for people with disabilities. This will be done in consultation with the person making the request, in a timely manner that takes into account the person's accessibility needs and (if the original product has a cost) at a cost that is no more than the regular cost charged to other persons.

## **7. Websites and Web Content**

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

## **8. Employment**

The Board and YRP will create an accessible work environment for all employees across the employment life cycle, in accordance with the requirements and timelines set out in the *Employment Standards Act* and existing requirements under the *Ontario Human Rights Code* to accommodate people with disabilities.

## **9. Design of Public Spaces**

The Board and YRP will incorporate accessibility features when building new or making planned significant alterations to existing public spaces in accordance with the Design of Public Spaces Standards under the IASR.

## **7. NON-COMPLIANCE**

Failure to comply with the AODA regulations can result in administrative penalties as defined in Part V: Compliance of the *Integrated Accessibility Standards Regulation, Ontario Regulation 191/11*. Employees who fail to comply with this policy may be subject to disciplinary action. Agents who fail to comply with the policy may be subject to contract termination.

## **8. REPORTING REQUIREMENTS**

1. The Chief of Police and the Board will collaborate with the Region on developing updates to the Accessibility Plan.
2. The Chief of Police shall report annually to the Board on the progress of YRP in meeting the requirements of the Accessibility Plan and on compliance with AODA.
3. The Board will consider the updates to the Accessibility Plan as it applies to the Board's operations and services and will receive updates from the Executive Director on any measures taken to implement applicable strategies in the Accessibility Plan and its progress. These status reports will be posted on the Board's website and will be provided in an accessible format upon request.

**Contact:** For further information, contact the Executive Director of the Board.

### **REFERENCES**

- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontarians with Disabilities Act, 2001*
- *Accessibility Standards for Customer Services*, Ontario Regulation 191/11 made under AODA
- *Ontario Human Rights Code*
- *Accessible Customer Services Policy No. 04/09*
- *York Region Accessible Information and Communication Guidelines, 2014*
- *York Region Building and Facilities Design Standards and Guidelines (Accessibility Design Guidelines), 2014*

ENACTED AND PASSED ON THIS 21<sup>ST</sup> DAY OF OCTOBER, 2015.

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Frank Scarpitti  
Chair

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Mafalda Avellino  
Executive Director