



WORKING TOGETHER

Accessibility for Ontarians with Disabilities Act
Annual Report 2020



PeelPolice.ca



OUR VISION

A Safer Community Together.

OUR MISSION

To protect the rights and well-being of all through service excellence and community engagement.

OUR VALUES

Trust is the foundation of what we do.

Respect and honour the dignity and rights of all.

Understanding and compassion.

Service excellence that ensures cultural, physical and psychological safety.

Transparency and accountability.

TABLE OF CONTENTS

	OVERVIEW	iv
PART 1	CUSTOMER SERVICE	
	Section 3 Establishment of Accessibility Procedures & Best Practices	1
	Section 4 Accessibility Plans	1
	Section 5 Procuring & Acquiring Goods, Services or Facilities	1
	Section 6 Self-Service Kiosks	1
	Section 7 Training	1
PART 2	INFORMATION & COMMUNICATIONS	
	Section 11 Feedback	2
	Section 12 Accessible Formats & Communication Supports	2
	Section 13 Emergency Procedures, Plans or Public Safety Information	2
	Section 14 Website Accessibility	2
PART 3	EMPLOYMENT	
	Section 22 Recruitment	3
	Section 23 Recruitment Assessment or Selection Process	3
	Section 24 Notice to Successful Applicants	3
	Section 25 Informing Employees of Support	3
	Section 26 Accessible Formats & Communication Supports for Employees	3
	Section 27 Workplace Emergency Response Information	3
	Section 28 Individual Accommodation Plans	4
	Section 29 Return to Work Process	4
	Section 30 Performance Management	4
	Section 31 Career Development & Advancement	4
	Section 32 Redeployment	4
PART 4	TRANSPORTATION	
	Transportation	5
PART 5	BUILT ENVIRONMENT	
	Accessibility Standard for the Design of Public Spaces	6
PART 6	2020 ACCESSIBILITY INITIATIVES	
	Highlights	7

OVERVIEW

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. To help public, private and non-profit organizations identify, prevent and remove barriers to accessibility, the AODA contains accessibility standards in areas including:

- Customer Service
- Information and Communications
- Employment
- Transportation
- Design of Public Spaces – Built Environment

The accessibility standard for Customer Service came into effect in 2008. Information and Communications, Employment, Transportation and Design of Public Spaces – Built Environment standards have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR is now law and the requirements will be phased-in over time.

This document will update the progress and measures taken by Peel Regional Police to implement strategies to identify, prevent and remove barriers and to serve as a report on compliance with the Act and related Standards to the end of 2020.



PART 1 | CUSTOMER SERVICE

Accessible Customer Service is the first standard that was developed to become a regulation. It came into force on January 1, 2008. The standard addresses business practices and training needed to provide better customer service to people with disabilities and had a required compliance date of 2014.

Peel Regional Police is in compliance with the sections of the Accessible Customer Service Standards:

- Section 3 **Establishment of Policies, Procedures & Best Practices**
Peel Regional Police have established policies which respond to the needs of persons with disabilities. A statement of commitment has been issued by the Chief of Police regarding our mandate to provide equal access to information, services and facilities.
- Section 4 **Accessibility Plans**
Peel Regional Police have a multi-year plan and an annual report which serve to outline our strategies, and measure our progress to prevent and remove barriers. Both reports are available on our website, in hard copy or in a requested accessible format.
- Section 5 **Procuring & Acquiring Goods, Services or Facilities**
The acquisition of goods, services or facilities is governed by the Police Services Board Procurement By-Law.
- Section 6 **Self-Service Kiosks**
Peel Regional Police are currently exploring the viability of self-service kiosks to enhance Customer Service. Any designing, procuring or acquiring of self-service kiosks shall have regard to the accessibility for persons with disabilities.
- Section 7 **Training**
Peel Regional Police provide ongoing training regarding the AODA and the Human Rights Code to all members including volunteers, temporary or contractual staff. Our Training Bureau monitors compliance in this area, recording completion dates and ensuring new members, volunteers and contractual staff receives this necessary training.

PART 2 | INFORMATION & COMMUNICATIONS

Accessible Customer Service is the first standard that was developed to become a regulation. It came into force on January 1, 2008. The standard addresses business practices and training needed to provide better customer service to people with disabilities and had a required compliance date of 2014.

Peel Regional Police is in compliance with the sections of the Accessible Customer Service Standards:

Section 11 **Feedback**

Peel Regional Police have implemented a feedback process which is available for both our members and citizens. Feedback forms are available on our web site and in paper copy at each police facility.

Section 12 **Accessible Formats & Communication Supports**

Peel Regional Police provide documents and information in accessible formats. A request for this service may be made at any division, community station or through Records Services at Headquarters.

Peel Regional Police schedule of fees will apply for all documents. There is no additional charge for providing documents in accessible format.

Section 13 **Emergency Procedures, Plans or Public Safety Information**

The cities of Brampton and Mississauga and the Region of Peel have accessible emergency plans available on their websites. All public safety material produced by Peel Regional Police is available upon request in a format suitable to the needs of the person with a disability, within a reasonable time.

Section 14 **Website Accessibility**

Peel Regional Police is refreshing its website (PeelPolice.ca). The new website infrastructure will comply with World Wide Web Consortium (W3C) Level 2.0 AA standards.

PART 3 | EMPLOYMENT STANDARDS

Employment accessibility standards address paid employment practices relating to employee/employer relationships. These standards include recruitment, hiring and retention policies and practices and had a compliance date of 2014.

Peel Police are in compliance with all sections of the Employment Standards:

- Section 22 **Recruitment**
Peel Regional Police notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process. This information is available on both the Peel Regional Police internal intranet site and the external website.
- Section 23 **Recruitment Assessment or Selection Process**
Applicants to Peel Regional Police are notified that accommodations are available upon request in relation to the materials or processes to be used in the application and testing process. Upon consultation with the applicant, suitable accommodation will be provided.

Note: This process is limited. Where a bona fide occupational requirement exists as to the skills and abilities required for the position accommodation will not be extended.
- Section 24 **Notice to Successful Applicants**
Peel Regional Police have policies relating to accommodating employees with disabilities. Successful candidates are advised of the policies upon commencing employment.
- Section 25 **Informing Employees of Support**
Peel Regional Police, as part of their orientation on the first day, provides new employees information regarding our policy to accommodate accessibility needs. This information is also available in directives, to which every member has access.
- Section 26 **Accessible Formats & Communication Supports for Employees**
Peel Regional Police provides accessible formats and communication supports to all members upon request, in a manner which addresses their disability.
- Section 27 **Workplace Emergency Response Information**
Peel Regional Police provides individualized emergency response information to employees with disabilities.

PART 3 | EMPLOYMENT STANDARDS

- Section 28 **Individualized Accommodation Plans**
Peel Regional Police has written policy for the development of individualized accommodation plans for employees with disabilities.
- Section 29 **Return to Work Process**
Peel Regional Police have a comprehensive return to work process for employees who have been absent due to a disability and require workplace accommodation in order to return to work.
- Section 30 **Performance Management**
Peel Regional Police consider the accessibility needs of employees with disabilities and all individualized plans when developing performance management documents, tools and resources.
- Section 31 **Career Development & Advancement**
When providing career development and advancement to employees, Peel Regional Police take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.
- Section 32 **Redeployment**
Peel Regional Police take into consideration the accessibility needs as well as accommodation plans when redeploying employees with disabilities.

PART 4 | TRANSPORTATION

Accessible Transportation Standards have been identified as crucial for persons with disabilities and apply to accessible public transportation.

Peel Regional Police provide suitable accessible transportation to persons with a disability and have a standing agreement with a private transportation provider to fulfill this requirement on an as needed basis.

This information is communicated to front-line personnel to assist in transporting persons with disabilities should a need arise.



PART 5 | BUILT ENVIRONMENT

The Accessibility Standards for the Built Environment was enacted in December 2012 and will focus on removing barriers in the areas of public spaces and buildings. Enhancements to accessibility in buildings will happen at a later date through Ontario's Building Code, which governs new construction and renovations in buildings. The standard for the design of public spaces only applies to new construction and major changes to existing features.

Compliance with this Standard applies to public spaces that are newly constructed or redeveloped on and after January 2017.

Accessibility Standards for the Design of Public Spaces

Peel Regional Police are committed to providing accessible built environments which meets the needs of persons who have a disability.

In June 2013 Peel Regional Police retained the services of a qualified accessibility consultant to conduct a review of all Peel Regional Police public spaces at each facility for compliance with existing accessibility requirements, as well as foreseeable future improvements.

The audit was completed in November 2013. Based on a cross-disability approach, a comprehensive report was presented to Peel Regional Police in 2014 with recommendations and established priorities for barrier removal.

PART 6 | 2020 ACCESSIBILITY INITIATIVES

Highlights

Recruitment and Staff Support

- Recruitment and Staff Support continues to develop and maintain community partnerships to support individuals with intellectual challenges.
- Prior to posting internal uniform or civilian job vacancies, Disability Management reviews the position profile to ensure the positional requirements match the needs of the accommodated member.
- During the hiring process individual applicant accommodation needs are addressed and requests for an identified need is made on their behalf.

Communications Centre

- Implemented real time text message capabilities providing citizens with hyperlinks directly to their cellular telephones via the Agent 511 application to frequently asked questions.
- Installed sit/stand desks in the communications centre to meet individual employee accommodation needs.
- Distributed computer input hardware to Communications employees to prevent cross contamination and protect employees with compromised immune systems.
- Provided individual accommodation to a call taker with self-identified learning disabilities.

Corporate Communications

- Ten employees received AODA Compliant Documents Creation Training. The training includes AODA document remediation and document production content compliance.
- Updated the external Peel Regional Police web site through the removal and remediation of over 100 non-accessible PDF documents
- Engaged an outside vendor for the development and deployment of a built-in accessibility web page checker
- Developed an AODA compliant document templates for the production of future accessible documents
- Launched an AODA compliant Peel Regional Police Strategic Plan webpage, translatable in 103 languages: www.PeelPolice.ca/StratPlan

PART 6 | 2020 ACCESSIBILITY INITIATIVES (CONTINUED)

Records Services

The Online Records Reporting System became operational in late August 2020. This system makes the process of requesting records more accessible to those with disabilities.

Facilities Management

AODA compliant renovations completed at Peel Regional Police facilities include:

- 11 Division – New accessible (AODA compliant) walkway from street to Public Entrance.
- New Brampton Virtual Station – Accessible (AODA compliant) public facing space created to virtually meet with PRP Officers.

For more information, please contact the Accessibility Coordinator: accessibilitycoordinator@peelpolice.ca

