



PEEL REGIONAL POLICE

# *Working it out together ...*

**ACCESSIBILITY FOR ONTARIANS  
WITH DISABILITIES ACT**

**STATUS REPORT  
2014**



**VISIT**  
[www.peelpolice.ca](http://www.peelpolice.ca)



# Mission

Working in partnership with our community, our mission is to provide innovative and effective policing to ensure a safe environment to live, work and visit.

## T . R . U . S . T .

### **T**RUST

Trust is something which must be earned and cannot be taken for granted. It reflects both the trust we hope to instill in the people we serve as well as the trust we must have in each other to perform effectively.

### **R**ESPECT

Respect for the dignity and rights of all others.

### **U**NDERSTANDING

Understanding of the law as well as the different challenges faced by individuals in their day-to-day lives.

### **S**AFETY

Safety of the people in our community, their property, ourselves and our fellow officers.

### **T**RANSPARENCY

Transparency in all our practices, beliefs and actions.

# Values



# Vision

A SAFER COMMUNITY TOGETHER

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## 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 2014.

# 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.

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

-  **SECTION 3**    **Establishment of Policies, Procedures & Best Practices**  
The 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**  
The Peel Regional Police have a multi-year plan and an annual status 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**  
The 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**  
The 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.



# INFORMATION & COMMUNICATIONS STANDARDS

Accessible Information and Communication standards are implemented to address the removal of barriers regarding access to information. The standards include information being provided in person, through print, websites or other means and have varying required compliance dates between 2012 and 2021.

Peel Regional Police are in early compliance with all sections of the Information and Communication Standards:

- ✓ **SECTION 11 Feedback**  
The 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**  
The 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.  
  
The 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 the 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 Accessible Website & Web Content**  
The Peel Regional Police are compliant with the World Wide Consortium web content, and with the World Wide Consortium.

# 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**  
The 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**  
The 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**  
The 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.

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- ✓ **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.



## **TRANSPORTATION**

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

The 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.

### **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 2016.

#### **ACCESSIBILITY STANDARD 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 the 2014 with recommendations and established priorities for barrier removal.

## HIGHLIGHTS OF ACCESSIBILITY INITIATIVES

### 2014

- Completion of a “Public Space Accessibility Needs Audit” of all Peel Regional Police facilities, to ensure accessibility for all. Recommendations presented in 2014 to ensure PRP compliance with new Standard for the Design of Public Spaces.
- Crime Prevention Academy presented from September 11th to October 17th to Brampton Caledon Community Living.
- Cyberbullying presentations to students 14 to 21 years of age with development disabilities.
- 10 week Cyber Academy made available to deaf, deafened or hard of hearing participants with interpretation by Canadian Hearing Society American Sign Language Interpreters.
- Purchase of Video Remote Interpreter communication device to improve customer service with deaf, deafened and hard of hearing persons attending Peel Regional Police facilities.
- New signage in lobby for accessible desks.
- Roll out of the “Text to Dial for 9-1-1 Program.”
- Grand reopening of Square One Community Station. In addition to providing customary barrier free access to police services found at all community stations, it also provides a convenient new location for members of the public to obtain records checks for employment or volunteering purposes.
- Pilot project implementing a co-op placement program for a member of the community with special needs.

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# POLICE FACILITIES

<b>HEADQUARTERS</b> .....	7750 Hurontario Street, Brampton .....	905-453-3311
<b>EMIL V. KOLB CENTRE FOR POLICE EXCELLENCE</b> .....	180 Derry Road E, Mississauga .....	905-453-3311
<b>FIELD &amp; OPERATIONS SUPPORT</b> .....	180 Derry Road E, Mississauga .....	905-453-3311
<b>MATERIALS MANAGEMENT CENTRE</b> .....	25 Wilkinson Road, Brampton.....	905-453-3311
<b>11 DIVISION</b> .....	3030 Erin Mills Parkway, Mississauga.....	905-453-3311
MEADOWVALE Community Station.....	MEADOWVALE TOWN CENTRE .....	905-858-5970
	6677 Meadowvale Town Centre Circle, Mississauga	
<b>12 DIVISION</b> .....	4600 Dixie Road, Mississauga .....	905-453-3311
SQUARE ONE Community Station .....	100 City Centre Drive, Mississauga .....	905-456-5839
<b>21 DIVISION</b> .....	10 Peel Centre Drive, Brampton .....	905-453-3311
MALTON Community Station .....	WESTWOOD MALL.....	905-677-3534
	7205 Goreway Drive, Brampton	
<b>22 DIVISION</b> .....	7750 Hurontario Street, Brampton .....	905-453-3311
CASSIE CAMPBELL Community Station	1050 Sandalwood Parkway West, Brampton .....	905-456-6143
<b>AIRPORT DIVISION</b> .....	2951 Convair Drive, Mississauga.....	905-453-3311

**COMMUNITY STATION** – a smaller police facility strategically located in the community it serves. It provides a central location for police and residents to work together, solving problems of mutual concern, dispensing a wide variety of information and advice to the public. Each station is tailored to reflect the individuality and uniqueness of the community in which it is located.

## CONTACT INFORMATION

<b>EMERGENCY</b> .....	<b>9-1-1</b>
<b>NON-Emergency</b> .....	905-453-3311
<b>NON-Emergency</b> (If You Know The Extension Number) .....	905-453-2121
<b>Website</b> .....	www.peelpolice.ca
<b>Twitter</b> .....	@peelpolicedia

**REPORT PREPARED BY**

**CORPORATE SERVICES**

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