



WORKING TOGETHER

Accessibility for Ontarians with Disabilities Act
Annual Report 2019



PeelPolice.ca



OUR VISION

A Safer Community Together

OUR CORE VALUES

Trust is the foundation of all we do.

Respect for the dignity and rights of all.

Understanding our community.

Safety through service excellence.

Transparency at all times.

OUR MISSION

To protect the lives, property and rights
of all through service excellence and
community engagement.

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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 2018.



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.

PART 3 | EMPLOYMENT STANDARDS

- ✓ Section 27 **Workplace Emergency Response Information**

Peel Regional Police provides individualized emergency response information to employees with disabilities.
- ✓ 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 | 2019 ACCESSIBILITY INITIATIVES

HIGHLIGHTS

Recruitment and Staff Support

Recruitment and Staff Support continues to develop and maintain community partnerships to support individuals with intellectual challenges. In 2019, a student identified by Community Living was hired for a student placement, providing them with an opportunity to obtain practical work experience.

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. Specific accommodation examples include:

- Sign language interpreter provided to assist a deaf applicant with testing process.
- A stand up desk and the use of an applicant's personal keyboard was approved during testing for an applicant with a self-disclosed neurological disorder.
- The personal decision to forgo accommodation made by hired applicants with physical disabilities, during the testing phase, was respected.

Communications Centre

Currently, options are available for members of the DHHSI (Deaf, Deafened, Hard of Hearing and Speech Impaired) community to contact police, including but not limited to: Agent511, TTY, Bell Relay Operator and Video Relay.

Future improvements include the anticipated launch of NG911 (Next Generation 911) replacing AGENT511, which will improve and simplify emergency communications services. NG911 will allow real time texting, which will assist the DHHSI community to access emergency services as well as any citizen with an enabled device.

11 Division

Peel Regional Police 11 Division's facility Records Search Unit has an accessibility counter for people with disabilities.

The Records Search Unit has developed an online records check request system which will make the process of requesting records more accessible to those with disabilities. This system will be available to the public in the spring of 2020.

PART 6 | 2019 ACCESSIBILITY INITIATIVES (CONTINUED)

Corporate Communications

An audit was completed to ensure accessibility and continual improvement of the newly launched Peel Regional Police website (PeelPolice.ca), in compliance with the World Wide Web Consortium (W3C) level 2.0 AA standards.

Facilities Management

AODA compliant renovations completed at Peel Regional Police facilities include:

- 11 Division restructuring complete.
- Accessible, gender neutral bathrooms added at Emil V. Kolb Centre for Police Excellence.
- Corporate Headquarters parking lot renovation.
- Security Operations Centre.

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

