



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

Multi-Year Plan 2019-2023



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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MESSAGE FROM THE CHIEF

Peel Regional Police is committed to providing a safe environment in which to live, work and visit by partnering with our community. Our vision of “A Safer Community Together” is the foundation for our organizational values that embrace the principles of dignity, independence, opportunity, integration and inclusion.

The objectives outlined in our five-year accessibility plan primarily target meeting the needs of persons with disabilities, with many of those achievements in accessibility advancing the needs of our entire community.

Peel Regional Police is dedicated to identifying, removing and preventing barriers, while providing services which are accessible to all persons. This plan highlights the obligations under the Accessibility for Ontarians with Disabilities Act and our accomplishments as we move forward in meeting the needs of all residents now and in the future.

Chris McCord
Chief, Peel Regional Police



POLICING OUR COMMUNITY

Our five divisions provide frontline and investigative services to approximately 1.4 million residents of Mississauga and Brampton and the Pearson International Airport which saw 49.5 million people pass through it in 2018.

Our Headquarters houses Executive Administration, Corporate Communications, Corporate Services, Facilities Management, Finance and Planning, Human Resources, Organizational Wellness, Operational Planning and Resources, Legal Services, Professional Standards and Security Management.

The Sir Robert Peel Centre is home to Records Services, Communications, Information Technology Services and Risk Management. The Emil V. Kolb Centre for Police Excellence includes speciality units such as Commercial Auto Crime, Crime Prevention Services, Frauds, Homicide and Missing Persons, Special Victims Unit and Corporate Development (Training and Recruiting).

Fleet Services, Quartermaster Stores, Telecommunications Systems and Support Services are located at the Materials Management Centre.



OUR ACCESSIBILITY STATEMENT

Peel Regional Police strives to provide services that are accessible to all persons.

We will continue to enhance the accessibility of our programs and services through community and regional partnerships and by increasing our awareness of the needs of people with disabilities to ensure we are meeting the requirements of the community we serve.



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

The Accessibility for Ontarians with Disabilities Act, or AODA, aims to identify, remove, and prevent barriers for people with disabilities. The AODA became law on June 13, 2005, and applies to all levels of government, nonprofits, and private sector businesses in Ontario that have one or more employees which include full-time, part-time, seasonal, or contract.

Persons with disabilities represent a significant and growing part of the community. Approximately 1.85 million people in Ontario live with a disability, representing 15.5 per cent of Ontario's population. One in seven people in Peel Region is living with a disability, and over the next 20 years that number will rise as the population ages. Accessibility issues are not limited to community members who have a disability. Improving accessibility will also positively impact other facets of society, including seniors parents, friends and families of persons with disabilities.

The purpose of the Accessibility for Ontarians With Disabilities Act, 2005, is to benefit all Ontarians by developing, implementing and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities regarding goods, services, facilities, information, accommodation, employment, buildings, structures and premises on or before January 2025. The AODA is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them. The standards are made into laws called regulations that provide the details to help meet the goal of the AODA.

Definitions

Accessibility: Accessibility refers to the design of products, devices, services, or environments for people who experience disabilities. Ontario has laws to improve accessibility for people with disabilities, including the Accessibility for Ontarians with Disabilities Act (AODA), the Ontario Human Rights Code, and the Ontario Building Code.

AODA: The Accessibility for Ontarians with Disabilities Act (AODA) seeks to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. The Act address barriers in Customer Service; Information and Communication; Employment; Transportation; the Design of Public Spaces

Barrier: A barrier is a circumstance or obstacle that keeps people apart. For people with disabilities, barriers can take many forms including attitudinal, communication, physical, policy, programmatic, social, and transportation.

Disability: A disability is a physical or mental condition that limits a person's movements, senses, or activities. The AODA uses the same definition of disability as the Ontario Human Rights Code.

IASR: The AODA has five Standards which are included in the Integrated Accessibility Standards (IASR). These include the Customer Service Standard; Employment Standard; Information and Communication Standard; Design of Public Spaces Standard; the Transportation Standard; as well as some general requirements.

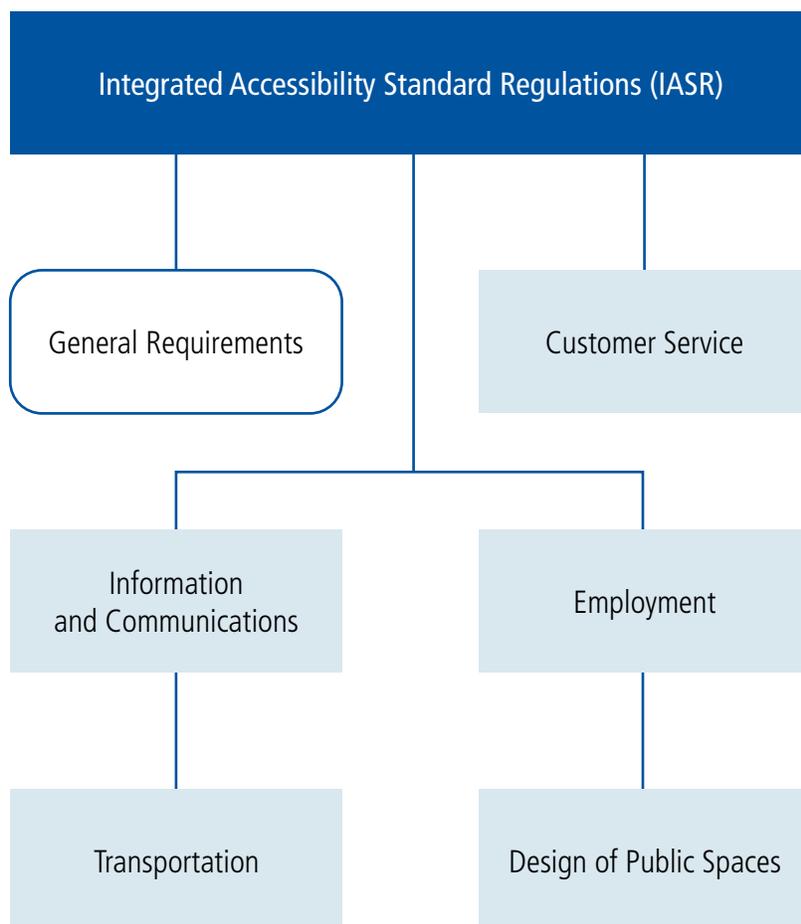
OBC: The Building Code Act is the legislative framework governing the construction, renovation and change-of-use of a building. The Ontario Building Code (OBC) is a regulation under the Act that establishes detailed technical and administrative requirements, as well as minimum standards for building construction. The Act was amended on January 1, 2015, to include requirements that enhance accessibility in newly constructed buildings and existing buildings that are to be extensively renovated.

Standard: The Act operates by bringing accessibility standards into regulation. Accessibility standards are laws that individuals, government, businesses, nonprofits, and public sector organizations must follow in order to become more accessible. The accessibility standards contain timelines for the implementation of required measures and help organizations identify, remove and prevent barriers in order to improve accessibility for people with disabilities.

Standards of the Accessibility for Ontarians with Disabilities Act

The purpose of the Accessibility Standards is to move organizations in Ontario forward on accessibility. The standards set out and measure, policies, practices or other requirements for the identification and removal of barriers with respect to goods and services, information, facilities, accommodation, employment, buildings, structures, premises or other such things as may be prescribed and for the prevention of the erection of barriers. They also require the persons or organizations named or described in the standard to implement those services, policies, practices or other requirements within the time periods specified in the standard.

The Accessibility for Ontarians with Disabilities Act has developed and implemented five standards which will provide regulatory compliance.



YEAR IN REVIEW

Helping People Live Independently

Peel Regional Police will create barrier-free facilities & provide accessible information so that people living with disabilities can access all services provided.

BARRIER IDENTIFIED	BARRIER TYPE	DISABILITY TYPE	WHAT WILL BE GAINED	MEANS TO PREVENT/REMOVE BARRIER	SUCCESS MEASUREMENT	STATUS
The incorporation of accessibility criteria and features when procuring or acquiring goods, services or facilities.	Physical Architectural Policy Practice	All	Improved accessibility for customer service.	All Peel Regional Police employees are responsible for ensuring our organization acquires goods, services and facilities which serve the needs of persons with disabilities. Legislated building code requirements ensure that no project or renovation is conducted without accessibility standards being met.	-	Complete
Access to Peel Regional Police divisional front desks.	Physical	Physical	Allows for easier access for persons with disabilities to file reports at police divisions.	New construction and renovations at Peel Police facilities include the lowering of sections of front desks at: 22 Division, Records Unit at Headquarters, 21 Division, as well as Square One community station.	-	Complete



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

Making Services More Accessible

The Service will provide services, programs and facilities that are accessible for people with a full range of disabilities.

BARRIER IDENTIFIED	BARRIER TYPE	DISABILITY TYPE	WHAT WILL BE GAINED	MEANS TO PREVENT/ REMOVE BARRIER	SUCCESS MEASUREMENT	STATUS
The creation of Accessibility Policies to meet the requirements of the Integrated Accessibility Standards Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act (AODA), Sec. 3.	Policy Practice	All	Directives have been developed to provide policies and direction to members of Peel Regional Police in responding to the needs of persons with disabilities. These directives will ensure greater access for both citizens and employees with disabilities to Peel Regional Police services, programs and facilities. The directives will continue to be developed and revised to better serve the community and respond to legislative changes.	Applicable directives include: <ul style="list-style-type: none"> • The Customer Service Standard under the Accessibility for Ontarians with Disabilities Act • Mental Health Policy • Accommodation of the Needs of Disabled Members • Interacting with Deaf and Persons who are Hard of Hearing • Elder & Vulnerable Adult Abuse • Performance Management Policy- Civilian Member • Workplace Mental Health Policy (2017) 	Accessibility policies are approved and in place by the compliance date of January 1, 2013, to ensure accessibility to all persons with disabilities to services, programs and facilities provided by Peel Regional Police.	Complete
Develop a Multi-Year Accessibility Plan to meet the requirements of the IASR under the AODA Section 4.	Policy Practice	All	Establishment of a multi-year accessibility plan will outline the strategies to identify, prevent and remove barriers to ensure the services, programs and facilities are accessible to all persons.	Development of a Multi-Year Accessibility Plan outlining strategies and initiatives to prevent and remove barriers and which meets the requirements of the IASR under the AODA.	The Multi-Year Plan is approved by the required compliance date of June 2019.	Complete
Feedback Process.	Communicational Informational Attitudinal	Sensory	Provide a process for receiving and responding to feedback submitted by persons with disabilities.	Peel Regional Police have implemented a feedback process which is available for both our members and citizens. Feedback forms are available on our website and in paper copy at all police facilities.	Improved Customer Service and early compliance with Information and Communications Standards Section 11 IASR under the AODA.	Complete
Notification to Peel Regional Police job applicants of accommodations available through the recruitment process.	Informational Policy Practice	All	Open recruiting and fair hiring practices.	A statement on the civilian recruiting page of Peel Regional Police internet website notifies all employees and the public that accommodation is provided for applicants with disabilities during the recruitment process.	Applicants with disabilities are able to participate in all aspects of the recruitment process.	Complete
Accessible websites & web content.	Communicational Technological	Sensory	Information posted on Peel Regional Police website will be accessible to persons with disabilities.	Peel Regional Police internet site has been redesigned. The website conforms to World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0.	Early compliance with AODA Communication Standard Section 14 and accessibility to information for persons with disabilities.	Complete

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

Making Services More Accessible (continued)

BARRIER IDENTIFIED	BARRIER TYPE	DISABILITY TYPE	WHAT WILL BE GAINED	MEANS TO PREVENT/REMOVE BARRIER	SUCCESS MEASUREMENT	STATUS
Disabled persons obtaining personal information from Peel Regional Police in an accessible format in compliance with the Freedom of Information and Municipal Freedom and Protection of Privacy Act (MFIPPA).	Technical Communicational Informational	Sensory	Access to records in an acceptable format for persons with disabilities.	Peel Regional Police Information and Privacy Unit (IPU) provide disabled persons with their personal information in an acceptable format that is comprehensible or intelligible to them and at a cost that is no more than the regular cost charged to other persons.	Improved customer service and compliance with AODA and the Human Rights Code.	Complete
Crime Prevention Education for persons with disabilities.	Informational Technical	Sensory	Persons with disabilities, including those who are Blind, Deaf, deafened or hard of hearing can participate in and receive information relative to personal safety, work place violence, road safety, high rise security, identity theft, fraud, internet/cyber safety and senior safety.	Coordinated presentations with our Crime Prevention Bureau and the Canadian Hearing Society offering ASL translation for Deaf, deafened or hard of hearing participants. Crime prevention information pamphlets and materials are created and available in accessible formats.	Individuals with disabilities have greater access to information relative to personal safety and home security.	Complete
Accessible online reporting for persons with disabilities.	Informational Communicational	All	Disabled persons will not be inconvenienced by having to attend a police station to file a minor property crime.	"COPLOGIC" is an online reporting program that allows citizens to report minor property crimes such as theft and vandalism online. This text-driven application meets accessibility standards for persons who are visually impaired. It also allows persons who may have mobility challenges to file a report without having to attend a police facility in person.	Increased access to police reporting systems for persons with disabilities.	Complete
Communication with police regarding emergent and non-emergent matters for individuals who are deaf, deafened or hard of hearing.	Technological	Sensory	Allows for access to police services.	Emergency calls through teletype machines (TTY) to 911 or non-emergent calls to designated TTY lines are available 24 hours a day, 7 days a week.	This system provides immediate response to emergency calls for service and accessibility to police services for persons Deaf, deafened or hard of hearing.	Complete

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

Changing Attitudes and Raising Awareness

The Service continues to work on changing attitudes and raising awareness by breaking down the invisible barriers people with disabilities are facing.

BARRIER IDENTIFIED	BARRIER TYPE	DISABILITY TYPE	WHAT WILL BE GAINED	MEANS TO PREVENT/REMOVE BARRIER	SUCCESS MEASUREMENT	STATUS
Street safety education for children who are blind or visually disabled.	Physical	Sensory	Children who are blind or have visual impediments will learn to use street safety mechanisms.	The Pedestrian Crossing System at the Peel Children's Safety Village has been changed to include a chirping mechanism along with the Green Hand Walk signal to alert visually disabled persons of the opportunity to cross the intersection safely.	This provides the ability for visually disabled children to understand the safety dynamics of crossing a busy city street.	Complete
Access to safety programs for children with disabilities.	Physical Informational Communicational	All	Children with disabilities will participate in educational safety programs at the Peel Children's Safety Village.	Working with Peel Children's Safety Village and Peel Regional School Boards, Peel Regional Police have developed safety educational programs for special needs children between the ages of 4 and 18 years of age.	Increased safety practices for older children with special needs.	Complete

Making It Easier to Participate in Regional Government

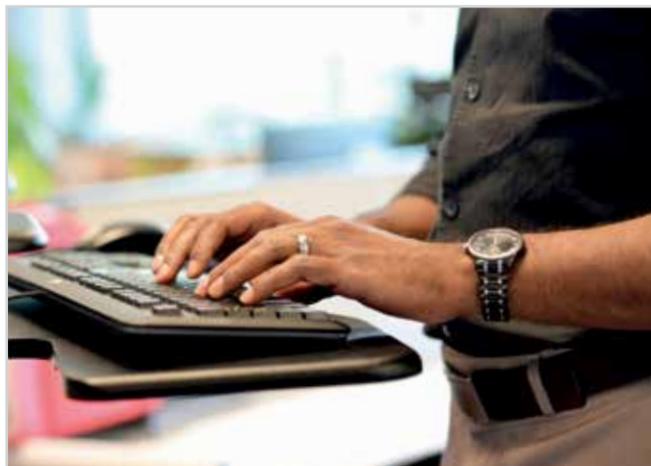
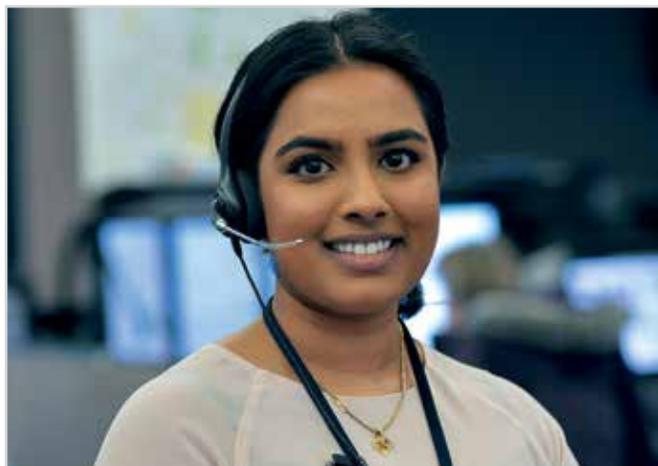
The Service will continue to make it easier for people with disabilities to participate in Police related activities and presentations.

BARRIER IDENTIFIED	BARRIER TYPE	DISABILITY TYPE	WHAT WILL BE GAINED	MEANS TO PREVENT/REMOVE BARRIER	SUCCESS MEASUREMENT	STATUS
Provision of Language interpreters at meetings, forums and events hosted by Peel Regional Police.	Informational Communicational	Sensory	Full participation at major events, meetings and forums.	Partnership with the Canadian Hearing Society to provide Sign Language (ASL) interpreters at Peel Regional Police information sessions.	Increased participation of persons who are Deaf, deafened or hard of hearing at Peel Regional Police events.	Complete

Helping/Assisting Staff to Work Independently

Peel Regional Police will provide all necessary resources for staff to work independently.

BARRIER IDENTIFIED	BARRIER TYPE	DISABILITY TYPE	WHAT WILL BE GAINED	MEANS TO PREVENT/ REMOVE BARRIER	SUCCESS MEASUREMENT	STATUS
Accessibility concerns relative to the design plans for new office spaces.	Architectural	All	Full integration.	<ul style="list-style-type: none"> Integrating universal accessibility standards into design plans for new office spaces. Ongoing identification of matters by all members but primarily Facilities Management. A help line for employees has been established for identification of areas of concern. Callers will receive a response from the Facilities Manager. 	Staff working independently within their office spaces.	Ongoing
Workplace Emergency Response Information.	Policy Practice	All	Provides individualized workplace emergency response for employees with disabilities to ensure assistance in an emergent situation.	<ul style="list-style-type: none"> Information is received in a confidential format from employees and is retained by Human Resources. Action plans are formulated to meet the required needs of the employee. 	Enhanced communication, support and safety for people with disabilities in the event of a workplace emergency	Complete



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, and is now law. The standard addresses business practices and training needed to provide better customer service to people with disabilities.

Section 3: Establishment of Accessibility Procedures & Best Practices

Organizations shall develop, implement and maintain policies governing how it achieves or will achieve accessibility through meeting the requirements referred to in the regulation. Specifically, all policies shall include a statement of corporate commitment for meeting accessibility needs of persons with disabilities in a timely manner.

Peel Regional Police are prepared to assist persons who have a disability based upon their specific needs. Our organization has developed a number of policies which respond to the needs of persons with a disability, including directives pertaining to:

- Customer Service Standard in relation to the AODA
- Mental health Policy
- Accommodation of Needs of Disabled Members
- Interacting with Deaf and Persons who are hard of hearing
- Elder and Vulnerable Adult Abuse
- Performance Management Policy for Civilian Members

A statement of commitment has also been issued by the Chief of Police regarding our mandate to provide equal access to information, services and facilities to our citizens. In situations where information is required, it will be done in a timely manner.

Section 4: Accessibility Plans

Organizations shall establish, implement and maintain a multi-year accessibility plan and an annual status report which outlines the strategies to prevent and remove barriers and will meet the requirements under this regulation. The multi-year accessibility plan and the annual status report will be posted on an external website and made available in accessible format.

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. Our organization will continually seek input from our members and citizens to assist in making continual improvements regarding accessibility. The multi-year plan will be updated every five years in accordance with the legislation. The Multi-year Accessibility Plan and Annual Status Report are available on our website, in hard copy, or accessible format.

Section 5: Procuring and Acquiring Goods, Services or Facilities

Organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so.

Peel Regional Police expect all members to acquire goods, services and facilities which serve the needs of persons who have a disability. The primary responsibility for identifying matters pertaining to the procurement or acquisition of goods or services, relating to facilities is Facilities Management and Materials Management who place accessibility as a priority. The acquisition of goods, services or facilities is governed by the Police Services Board Procurement By-law.

Peel Regional Police have both an Accessibility for Ontarians with Disabilities Committee, and a Facilities Management Operations Committee. These committees are responsible for ensuring that goods, services and facilities are accessible to every citizen. Our police service works closely with Regional staff, including purchasing, to enhance services. Feedback is acted upon in a timely manner.

To date, Peel Regional Police has completed construction on 11 Division and the building has met all AODA requirements. The building is wheelchair accessible, there has been an elevator installed for easy access and the new record services counter is wheelchair accessible.

The Records Services counter at Sir Robert Peel Centre is scheduled to be renovated in 2019 for wheelchair accessibility.

Our organization continues to conduct audits and inspections on facilities, systems and processes in areas which impact access. We welcome feedback and will treat all suggestions as a priority.



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 include accessibility for persons with disabilities.

Presently, citizens have the option to make reports online through the Peel Regional Police Website, which can be accessed on most mobile devices.

Section 7: Training

Organizations shall provide training to all employees, volunteers and other persons such as contractors or other temporary staff on the requirements of the accessibility standards within the regulation and the Human Rights Code as it pertains to persons with a disability.

Peel Regional Police has provided training regarding the AODA and the Human Rights Code as it pertains to this legislation 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. Training is delivered to members through an electronic learning management system called Canadian Police Knowledge Network (CPKN) and the completion and compliance is tracked through our Training Bureau. Audits are performed to ensure compliance has been met.

Section 8: Community Programs and Engagement

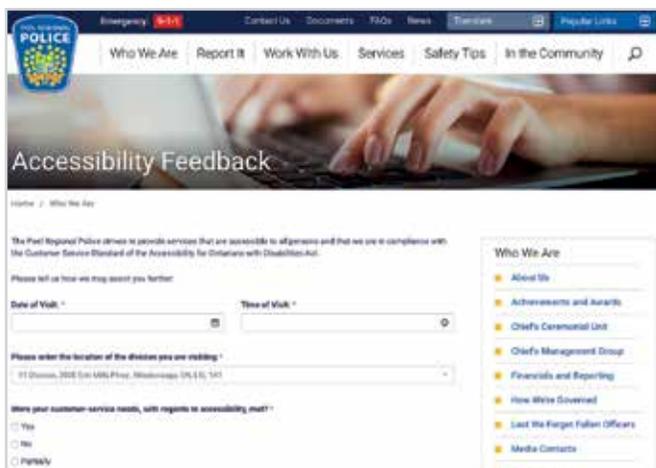
Peel Children’s Safety Village has developed programs to assist children with disabilities within the Region of Peel. Programs such as Project Autism for ages four to 17 and Camp Jumoke for children living with Sickle Cell Disease. Peel Regional Police also works together with SMILE, an organization on a mission to provide support to Muslim children and youth with disabilities and their families. Services are also offered to Kerry’s Place Autism Services, and Erin Oaks Center for Treatment and Development. Previously, these programs were only offered in the last few weeks of June; however, they have been opened up throughout the year to accommodate teachers’ immediate requests.

Currently, the Peel Children’s Safety Village is working on adding classroom aids for children with special needs, as well as purchasing an accessible bike.



PART 2 | INFORMATION & COMMUNICATIONS

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.



The screenshot shows the Peel Regional Police website's 'Accessibility Feedback' form. The form includes a header with the Peel Regional Police logo and navigation links. The main content area contains a title 'Accessibility Feedback' and a sub-header 'Home / Who We Are'. Below this, there is a paragraph stating the police's commitment to accessibility. The form fields include: 'Date of Visit', 'Time of Visit', 'Please enter the location of the division you are visiting', and a dropdown menu for the location. At the bottom, there are radio buttons for 'Yes', 'No', and 'Partially' to indicate if customer-service needs were met.

Section 11: Feedback

Organizations shall ensure that all processes for receiving and responding to feedback are accessible to everyone, including people with disabilities, by providing or arranging for the provision of accessible formats and communications supports, upon request.

Peel Regional Police have implemented a feedback process which is available for both our members and citizens. Feedback forms are available on our website and in paper copy at each police facility. All feedback is responded to the provider by our AODA coordinator.

Section 12: Accessible Formats and Communication Supports

Organizations shall ensure there are provisions to provide accessible formats and communication supports upon request for persons with disabilities. The requests must be responded to in a manner that meets the needs of the person, responded to in a timely manner and at no more of a cost than is charged to any other person. Consultation with the person making the request will determine the suitability of the format. The public shall be notified of the availability of accessible formats and communication supports.

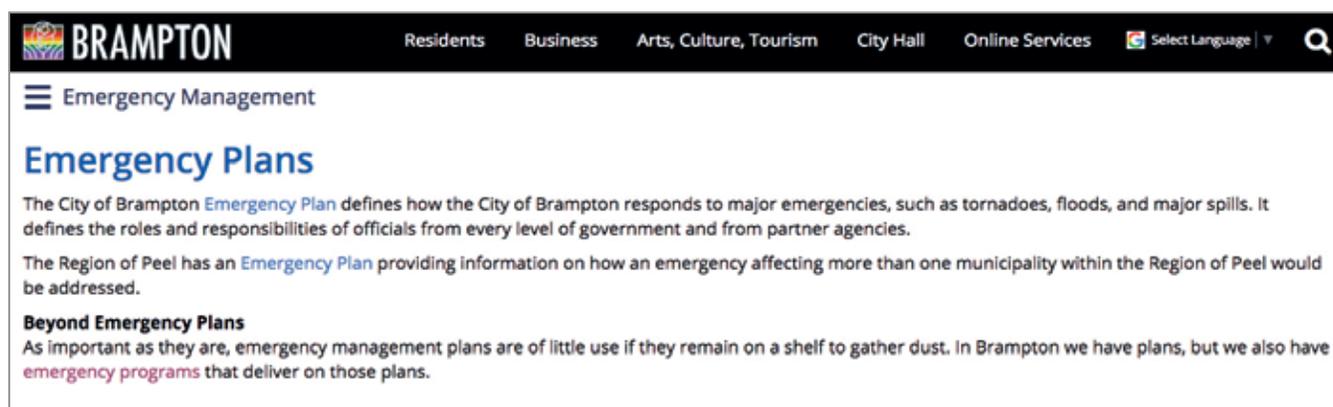
Peel Regional Police provide accessible formats including Braille, American Sign Language (ASL) Interpreters, large print, audio and described or explained video that are available upon request in a timely manner. The costs will be no more than charged to any other person. A request link for requesting documentation in an accessible format has been made available on the Peel Police website, under Accessibility Reports: <https://www.peelpolice.ca/en/who-we-are/documents.aspx>



Section 13: Emergency Procedures, Plans or Public Safety Information

Emergency procedures, plans or public safety information provided to the public shall be provided in accessible formats or with appropriate communication supports as soon as practical upon request.

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.



The screenshot shows the City of Brampton website's Emergency Management section. The header includes the Brampton logo and navigation links for Residents, Business, Arts, Culture, Tourism, City Hall, and Online Services. The main heading is "Emergency Plans". The text explains that the City of Brampton's Emergency Plan defines how the city responds to major emergencies like tornadoes, floods, and major spills. It also mentions that the Region of Peel has an Emergency Plan for multi-municipality emergencies. A section titled "Beyond Emergency Plans" states that emergency management plans are of little use if they remain on a shelf, and that Brampton has emergency programs that deliver on those plans.



The screenshot shows the City of Mississauga website's Office of Emergency Management page. The header features the Mississauga logo and navigation links for login, store, email updates, and contact. A search bar is present. The main heading is "Mississauga Office of Emergency Management". Below the heading, there is a breadcrumb trail: "Residents > Office of Emergency Management > Emergency Plan". The main content area is titled "The Mississauga Emergency Plan". To the right, there is a thumbnail image showing emergency equipment and a person, with the text "Emergency Plan" overlaid.

Section 14: Website Accessibility

Organizations shall make its website and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 initially at Level A and increasing to Level AA and shall do so in accordance with the schedule set out in this section.

The Peel Regional Police website is compliant with the World Wide Web Consortium Web Content Accessibility Guidelines. Our Information and Technology Services will continue to monitor changes and suggestions to ensure ongoing compliance.

Ongoing

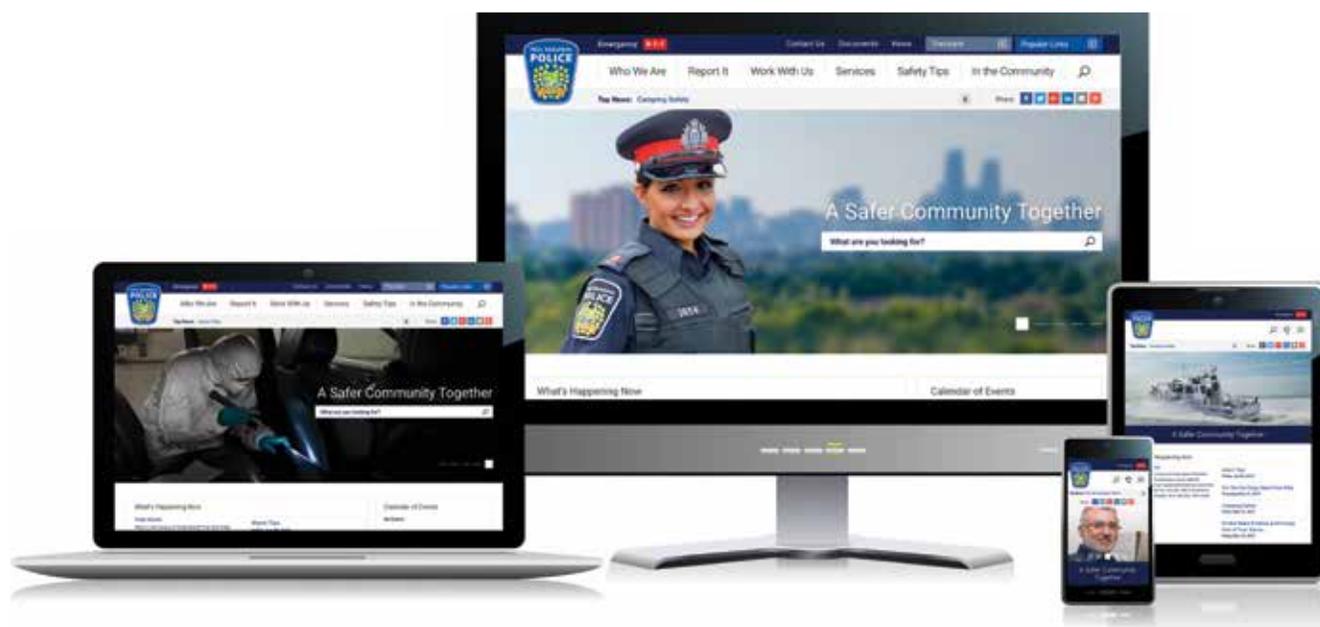
- Documents produced after the launch of the new website in 2018 are Web Content Accessibility Guidelines (WCAG) compliant.
- 66 critical, but non-compliant documents were carried over to the new website (e.g. Annual Reports, financial reporting documents and records services forms etc.). Requests for accessible formats of these historical documents are available upon request.
- Corporate Communications continue to train employees on the production of Web Content Accessibility Guidelines (WCAG) compliant documents.

2019

- Record Services will make record checks available on-line.

2020

- Record Services will make both Occurrence Reports and Motor Vehicle Collision Reports available on-line.
- Elder and Vulnerable Adult Abuse.
- Performance Management Policy for Civilian Members.



PART 3 | EMPLOYMENT

Employment accessibility standards address paid employment practices relating to employee-employer relationships. These standards include recruitment, hiring and retention policies and practices.

Section 22: Recruitment

Organizations shall notify employees and the public about the availability of accommodation for applicants with disabilities in the recruitment process.

Peel Regional Police Human Resources Bureau provides information to members and the public regarding our ability to accommodate persons with disabilities. This enables them to participate in the recruitment process. This information is available on both the Peel Police internal intranet site and the external website.

Requests for Accommodation

In keeping with the Ontario Human Rights Code, accommodation will be given to qualified applicants with a disability to enable their participation in our process. Requests for accommodation should be made to the Inspector of Recruitment and Staff Support by email.

Section 23: Recruitment Assessment or Selection Process

During the recruitment process, organizations shall notify job applicants that accommodations are available upon request in relation to the materials or processes to be used. The employer will consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to their disability.

Applicants to Peel Regional Police are informed that accommodations are available regarding the materials and processes used in the application and testing process. This process is limited and no exceptions are extended if the skill is a bona fide occupational requirement. Suitable accommodation will be provided to the applicant, taking into account their disability.

Section 24: Notice to Successful Applicants

When making offers of employment, organizations shall notify the successful applicant of its policies for accommodating employees with disabilities.

Peel Regional Police have policies and standards relating to the recruitment, assessment and notifications to applicants consistent with the requirements under the AODA. Our organization provides notice to the public and our members of the availability of accommodations for persons with disabilities. This enables them to participate in the recruitment process. Peel Regional Police Human Resources provide all successful applicants with information regarding accommodation for employees with disabilities

Section 25: Informing Employees of Support

Organizations shall inform all employees of its policies and procedures used to support employees with disabilities, including the provisions of workplace accommodations. This information will be provided to new employees during orientation training and to all employees when there are any changes to existing policies.

Peel Regional Police, as part of their orientation on the first day, provide new employees with information regarding our policy to accommodate accessibility needs. This information is also available in directives, to which every member has access. Within the first week of employment, members are required to complete training regarding customer service as outlined in Peel Regional Police Customer Service Standard under the AODA directive. All members are informed of any revisions to existing policies.

Section 26: Accessible Formats and Communication Supports for Employees

Where an employee with a disability requests, organizations shall consult with the employee to provide or arrange for the provision of accessible formats and communications supports to determine the suitability of the accessible formats or supports.

Peel Regional Police provide accessible formats and communication supports to all members upon request and in a manner which addresses their disability. Input from the member and responding in a timely manner is a priority in this process.

Section 27: Workplace Emergency Response Information

Organizations shall provide individualized emergency response information to employees with disabilities.

When information is received by Peel Regional Police regarding a member who requires accommodation in an emergency situation, our service will provide the member with an emergency plan. The emergency response information includes a designated employee who will provide assistance to the accommodated member in an emergency. The accommodated member will be informed of their designated support person and their supervisors will be made aware of the plan and content. All information which is provided to their supervisors is with the member's consent.

The workplace emergency response plan is reviewed:

- annually
- upon the transfer of the member
- if there are changes to the members needs
- during policy review

Section 28: Individual Accommodation Plans

Organizations shall establish a written policy for the development of individualized accommodation plans for employees with disabilities.

The process for the development of documented individual accommodation plans shall include eight prescribed elements which include the employee's participation, outside medical advice, other expert's advice and bargaining agents, in a format which accommodates their disability.

The Accommodation of Needs of Disabled Members directive outlines the necessity of accommodating persons with disabilities in the workplace and the responsibility of Peel Regional Police regarding the development of an accommodation plan for the member. The directive complies with the requirements of Section 28 of the AODA as outlined above.

The Accommodation of Needs of Disabled Members directive outlines the necessity of accommodating persons with disabilities in the workplace and the responsibility of Peel Police regarding the development of an accommodation plan for the member. The directive includes that the employee has the right to provide input along with the Peel Regional Police Association, medical practitioners and other experts, in a format that accommodates their disability. Accommodation plans shall include, if requested, information regarding accessible formats and communication supports which are required, individualized workplace emergency response information and any other accommodations to be provided. Steps are taken to ensure privacy is provided for the member and that the plan is reviewed with them and made available to their supervisor with their consent.

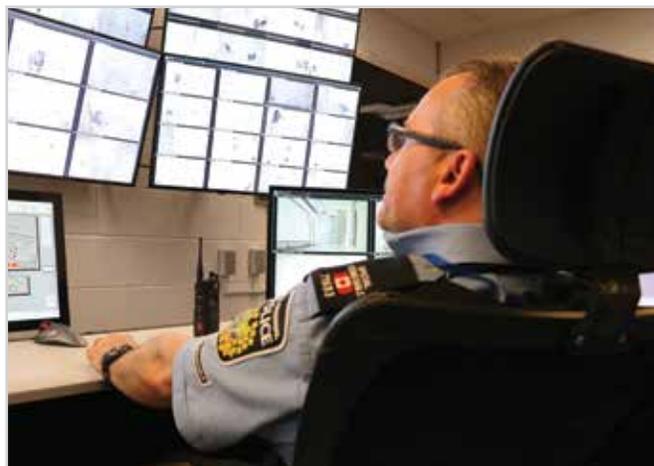
Section 29: Return To Work Process

Organizations shall develop and have in place a return to work process for employees who have been absent due to a disability and requires workplace accommodation in order to return to work. The process shall document individual accommodation plans and outline the steps the employer will take to facilitate the return to work of the employee.

The Accommodation of Needs of Disabled Members directive outlines the responsibility of Peel Regional Police to accommodate the return to work process for members. Our Human Resources Bureau ensures that documentation pertaining to the return to work process for the member is completed and the member, their medical practitioners, WSIB and the Police Association, etc., are kept up-to-date on the member's progress.

To facilitate the return to work of members who are absent because of a disability, Peel Regional Police works with the recommendations or requirements of the medical practitioner. Peel Regional Police uses individual accommodation plans to ensure the member's accommodation needs are met. All return to work correspondence sent to a member's medical practitioner, WSIB, etc., identifies the willingness of Peel Regional Police to accommodate the member based on their specific needs.

Accommodations may include, but are not limited to, changes to hours, shifts, duties, assignment, work location, clothing, equipment, ergonomic considerations, personal protective equipment and chemical sensitivities. Changes which may compromise the health and safety standard or safety practices will not be accommodated.



Section 30: Performance Management

Organizations shall take into consideration the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect to employees with disabilities.

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 and Advancement

When providing career development and advancement to employees, organizations shall take into account the accessibility needs of its employees with disabilities as well as any individual accommodation plans.

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

Organizations shall take into consideration the accessibility needs, as well as accommodation plans, when redeploying employees with disabilities.

Peel Regional Police Human Resources Bureau takes into account the needs of all members who require accommodation and work with them to ensure the accommodation is suited to their particular needs. Medical and other pertinent information regarding the member is used in the assessment process.

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 as needed.

This information is communicated to frontline 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 area 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 to 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 or after, January 2017.



Accessibility Standard for the Design of Public Spaces

Accessibility Standard for the Design of Public Spaces such as buildings and outdoor spaces became law on January 1, 2013.

Peel Regional Police is 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. A comprehensive report was presented to Peel Regional Police in 2014 with recommendations and established priorities for barrier removal.

To date, a portion of the front desk of 22 Division has been lowered to make it more accessible for citizens with disabilities. The construction has been completed at 11 Division, which has made the building accessible. The Square One Community Station has also been renovated to better serve the needs of the community. Future plans for renovations at the Record Services counter located at the Sir Robert Peel Center are planned for early 2020.

MULTI-YEAR ACCESSIBILITY PLAN

A multi-year Accessibility Plan is a requirement under the Integrated Accessibility Standards Regulation, Part I, Section 4. The purpose of this plan is to highlight how organizations have successfully met the requirements of the regulations and to outline strategies, to address any current accessibility barriers, and prevent and remove future barriers.

The multi-year Accessibility Plan is a living document requiring review and update every five years. The Plan shall be posted on the organizations website and made available upon request in an accessible format.

The Peel Regional Police multi-year Accessibility Plan under the AODA identifies both accomplishments and barriers which require changes to accommodate the needs of persons with a disability. The plan is considered a living document and changes are made as required.

For more information, please contact the Accessibility Coordinator: accessibilitycoordinator@peelpolice.ca or 905-453-2121 ext. 4730



PeelPolice.ca

