



GUELPH POLICE SERVICE INFORMATION AND COMMUNICATION ACCESSIBILITY

POLICY STATEMENT:

The Guelph Police Service respects the principles of dignity, independence, integration and equal opportunity for all persons. In addition, the Guelph Police Service is committed to meeting the accessibility needs of persons with disabilities. The purpose of this policy is to describe how the Service achieves accessibility, including compliance with the *Integrated Accessibility Standards, Ontario Regulation 191/11* made under the *Accessibility for Ontarians with Disabilities Act (2005)*. These standards include information and communications with external parties.

APPLICATION:

This policy applies to all members of the Guelph Police Service as well as volunteers, contractors and/or any other third parties working for or on behalf of the Guelph Police Service.

AUTHORITY:

Police Services Act, sections 41 & 42; Integrated Accessibility Standards, Ontario Regulation 191/11 made under the *Accessibility for Ontarians with Disabilities Act (2005)*.

PROCEDURE:

- 1.0 *Definitions*
- 1.1 Accessible Formats – means ways of conveying information including, but not limited to, large print, recorded audio and electronic formats, braille, and other formats used by persons with disabilities.
- 1.2 Communication – means the interaction between two or more persons and/or entities during which information is provided, sent or received.
- 1.3 Communication Supports – means methods to assist communication including, but not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communication.
- 1.4 Conversion – for the purpose of this policy, means turning information that is in a digital or electronic format into an accessible format.

- 1.5 Disability – means, as defined in the *Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 as amended*:
- 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)*.
- 1.6 Information – means data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
- 1.7 Internet Website – for the purpose of this policy, means a collection of related web pages, images, videos, or other digital assets that are addressed relative to a common Uniform Resource Identifier (URI) and is accessible to the public.
- 1.8 Kiosk – means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows access to services and/or products.
- 2.0 *General*
- 2.1 This policy will be made available to anyone on request in a format that takes into account a person's disability (if applicable) and is agreed upon by the requestor and the Guelph Police Service. This policy will also be posted on the Guelph Police Service website.
- 2.2 Unless otherwise provided, the Guelph Police Service shall, upon request, provide or arrange to provide accessible formats and communication supports for persons with disabilities in a timely manner that takes into account that person's accessibility needs due to disability, and at a cost that is not more than the regular cost charged to other persons. When determining what accessible format or communication support is suitable, the Service shall consult with the person making the request. Members receiving such a request shall forward that request to their divisional inspector if required.
- 2.3 The Service shall notify the public about the availability of accessible formats and communication supports.
- 2.4 Accessibility features and criteria will be incorporated by the Guelph Police Service when procuring or acquiring goods, services or facilities unless it is not practicable to do so. When it is decided that it is not practicable, an explanation of why it is not practicable shall be provided by the Guelph Police Service upon request.
- 2.5 Accessibility features shall be incorporated when designing, procuring, or acquiring self-service kiosks, which include point-of-sale devices.
- 3.0 *Multi-year Accessibility Plan*
- 3.1 The Director of Corporate Services will oversee the implementation and maintenance of the Service's Multi-year Accessibility Plan outlining the Service's strategy to prevent and remove barriers to accessibility and to meet the requirements of the *Integrated Accessibility Standards* regulation. Maintenance of this Plan will include a review and updates at least once every five years.
- 3.2 The development, reviews and updates of the Multi-year Accessibility Plan shall include consultation with:
- a) persons with disabilities; and
 - b) if established, any Service accessibility advisory committees.

- 3.3 The Director of Corporate Services will ensure an annual report on progress made on the measures used by the Service to implement the Multi-year Accessibility Plan is filed.
- 3.4 The Multi-year Accessibility Plan and the annual report referenced in clause 3.3 of this policy will:
- be posted on the Guelph Police Service website; and
 - be provided in an accessible format upon request.
- 4.0 *Training*
- 4.1 The Human Resources Department shall, as soon as is practicable, provide training to the persons listed below that is appropriate to those persons' duties on the applicable requirements of the *Integrated Accessibility Standards* contained in *Ontario Regulation 191/11*, and on the *Human Rights Code* as it pertains to persons with disabilities:
- all members of the Guelph Police Service;
 - all persons who participate in the development of Guelph Police Service policies;
 - all volunteers for the Guelph Police Service; and
 - all persons who provide goods, services or facilities on behalf of the Guelph Police Service.
- 4.2 Training in connection with changes to this policy shall be provided on an on-going basis.
- 4.3 Records of Guelph Police Service training done to comply with section 4.0 of this policy shall be maintained by Corporate Services, and will include the date on which the training was provided and the number of individuals to whom such training was provided.
- 5.0 *Information and Communications*
- 5.1 The Information and Communications Standards made under the *Accessibility for Ontarians with Disabilities Act, 2005* do not apply to the following:
- products and product labels unless specified otherwise;
 - information or communications that are unconvertible; and
 - information not directly controlled by the Service directly or indirectly through a contractual relationship.
- 5.2 Information or communications are unconvertible if
- it is not technically feasible to convert it; or
 - if the technology to convert it is not readily available.
- 5.3 When it is determined that any information or communications are unconvertible, the Service shall provide the person requesting that information or communication:
- an explanation as to why the information or communication is unconvertible; and
 - a summary of the unconvertible information or communication.
- 5.4 Every feedback process administered by the Guelph Police Service shall be made accessible to persons with disabilities through the provision or arranging for the provision of accessible formats and communication supports upon request, and in compliance with the *Accessibility Standards for Customer Service* regulation (*Ontario Regulation 429/07*) made under the *Accessibility for Ontarians with Disabilities Act, 2005* (see Guelph Police Service policy AI-057, *Service Provision to Persons with Disabilities*).
- 5.5 All emergency procedures, plans, or public safety information produced by the Guelph Police Service and made available to the public shall be provided in an accessible format or with the appropriate communication supports upon request as soon as is practicable.
- 5.6 All Guelph Police Service websites and web content shall be made to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with section 14 of the *Integrated Accessibility Standards* regulation (*Ontario Regulation 191/11*). Except for those cases where meeting this requirement is not practicable, this clause applies to:
- websites and web content, including web-based applications, that the Service controls directly or through a contractual relationship that allows for that product to be modified; and
 - to web content published on any Service website after January 1st, 2012.

- 5.7 In determining if meeting the requirements of clause 5.6 of this policy is not practicable, members shall include a consideration of the availability of commercial software and/or tools, and any significant impacts on an implementation timeline that was planned or initiated prior to January 1st, 2012.
- 6.0 *Recruitment and Other Job Selection Processes*
- 6.1 The Human Resources Department shall ensure Guelph Police Service employees and the public are notified regarding the availability of accommodation for applicants with disabilities in recruitment processes.
- 6.2 The Human Resources Department shall notify individual applicants selected to participate in an assessment or selection process that, upon request, accommodations in relation to the materials or processes used are available. If requested, the Human Resources Department shall, in consultation with the applicant, provide or arrange to provide a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability.
- 6.3 When making offers of employment the Human Resources Department shall notify successful applicants of Guelph Police Service policies about accommodating employees with disabilities.

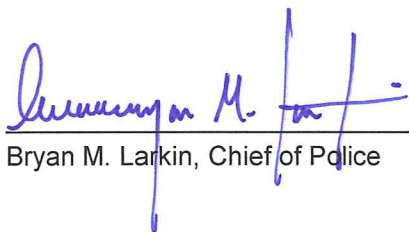
ADDITIONAL REFERENCES: Guelph Police Service Policy AI-010, *Non-Discrimination*
Guelph Police Service Policy AI-051, *Workplace Accommodation*
Guelph Police Service Policy AI-057, *Service Provision to Persons with Disabilities*
Ontario Human Rights Code

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Bryan M. Larkin, Chief of Police