



Guelph Police Service

Accessibility Plan

Version 2: 2012-2017

Review Date: 2017

Introduction

The *Accessibility for Ontarians with Disabilities Act (2005)* was established to introduce standards to make various aspects of life in Ontario more accessible for persons with disabilities. Regulations made under the *Act* require small and large organizations in the private and public sectors to meet the developed standards with the goal of attaining accessibility by the year 2025. As stated in Guelph Police Service policy, the Service respects the principles of dignity, independence, integration and equal opportunity for all persons, and is committed to meeting the accessibility needs of persons with disabilities.

The *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards* regulations made under *AODA* lay out a number of requirements that, as a public organization with over 50 employees, the Guelph Police Service is legislated to meet to help the Service become more accessible to persons with a disability. A number of initiatives have already been completed or are in progress, with others planned for the future. This Accessibility Plan provides information on how the Service will prevent and remove barriers to accessibility and meet its obligations under the *Integrated Accessibility Standards* regulation. This plan is under the purview of the Guelph Police Service's Director of Corporate Services, who will also ensure the plan is reviewed and updated once every five years and that annual reports on the progress made on this plan are filed. A full listing of the standards referred to in the following pages can be found in the *Integrated Accessibility Standards Ontario Regulation 191/11* made under the *Accessibility for Ontarians with Disabilities Act, 2005*.

Definitions (as defined in the *Integrated Accessibility Standards Ontario Regulation 191/11*)

Accessible formats – may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities

Communication Supports – may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communication

Accessibility Plan

Under the *Integrated Accessibility Standards* regulation, the Guelph Police Service is considered a large (50 or more employees) obligated organization. This status determines what requirements under the regulation the Service must meet and when those requirements need to be met.

The *Integrated* regulation divides the standards into four parts: General Standards; Information and Communication Standards, Employment Accessibility Standards; and Transportation Standards. Those standards applying to the Guelph Police Service are listed below, along with the action that has or will be taken to meet the standard.

Part I – General Standards

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<i>Establishment of Accessibility Policies</i> Employers are to develop, implement and maintain policies on achieving accessibility, presently and in the future, pursuant to the <i>Regulation</i> , including a statement of commitment to the assurance of accessibility. Written descriptions of such policies are to be made available to the public and in an accessible format upon request.	3	January 1, 2013	<ul style="list-style-type: none"> • Develop a new Guelph Police Service Information and Communication Accessibility policy • Revise the Guelph Police Service Workplace Accommodation policy • Make policies available to the public 	Yes
2	<i>Accessibility Plans</i> Employers are to prepare, implement, maintain and document a multi-year accessibility plan which must be reviewed and updated at least once every five years, in consultation with an accessibility advisory committee if one is established, and persons with disabilities. The plan is to be posted on public websites and provided in an accessible format upon request.	4	January 1, 2013	<ul style="list-style-type: none"> • Develop an Accessibility Plan • Present the plan to stakeholders • Post the plan on the Guelph Police Service website • Adopt the plan 	Yes

3	<p><i>Procuring or Acquiring Goods, Services of Facilities</i></p> <p>Accessibility criteria and features are to be incorporated when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. In such a case, an explanation as to why it is not practicable is to be provided upon request.</p>	5	January 1, 2013	<ul style="list-style-type: none"> • Incorporate this standard into Guelph Police Service policy • Ensure the Guelph Police Service follows municipal by-laws and policies regarding purchasing • Ensure Guelph Police Service members are trained to meet this standard 	Yes
4	<p><i>Self Service Kiosks</i></p> <p>Accessibility features are to be incorporated into the design, procurement, or acquisition of self-service kiosks.</p>	6	January 1, 2015	<ul style="list-style-type: none"> • Incorporate this standard into Guelph Police Service policy • Ensure Guelph Police Service members are trained on this standard 	Yes
5	<p><i>Training</i></p> <p>Training on the <i>Human Rights Code</i> as it pertains to persons with disabilities, in addition to training on the requirements of the accessibility standards set out in the <i>Integrated Accessibility Standards</i> regulation, is to be provided to all employees, volunteers, participants in policy development, and all others who provide goods, services or facilities on behalf of the organization as soon as is practicable and as appropriate to their duties. A record of the training, including the dates and number of individuals to whom such training has been provided is to be kept.</p>	7	January 1, 2014	<ul style="list-style-type: none"> • Training materials developed • Training provided to all required parties • Records of the training maintained 	Yes

Part II – Information and Communication Standards

Note: if it is determined by the Guelph Police Service that any information or communications are unconvertable (cannot be converted into another format), a person requesting converted information or communication shall be provided with an explanation as to why the information or communication is unconvertable, as well as a summary of that information or communication.

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<p><i>Feedback Process</i></p> <p>Feedback processes must be provided in accessible formats and/or with communication supports upon request. The public must be notified of the availability of such formats and supports.</p>	11	January 1, 2014	<ul style="list-style-type: none"> Review feedback processes to ensure accessibility Provide public notice of the availability of accessible formats and communication supports on the Guelph Police Service website and other locations as appropriate 	Yes
2	<p><i>Accessible Formats and Communication Supports</i></p> <p>When a member of the public requests for the provision of or arrangements for accessible formats and communication supports, these formats/supports must be provided in a timely manner taking into account the disabled person's accessibility needs at a cost not exceeding the regular cost charged to others. Consultation must be undertaken with the requestor as to the suitability of an accessible format or communication support.</p>	12	January 1, 2015	<ul style="list-style-type: none"> Guelph Police Service members trained on this requirement Be prepared to consult with requestors and provide accessible formats and supports as necessary 	Yes
3	<p><i>Emergency Procedures, Plans or Public Safety Information</i></p> <p>Any emergency procedures, plans, or public safety information made available to the public must be made available in an accessible format and/or with communication supports as soon as practicable upon request.</p>	13	January 1, 2012	<ul style="list-style-type: none"> Guelph Police Service members trained on this requirement Be prepared to consult with requestors and provide accessible formats and supports as necessary 	Yes

4	<i>Accessible Websites and Web Content (part 1)</i> New internet websites and web content are to conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.	14	January 1, 2014	<ul style="list-style-type: none"> • Procure the necessary resources to meet this requirement • Ensure new sites and postings conform to the guidelines 	Yes
5	<i>Accessible Websites and Web Content (part 2)</i> By January 1, 2021, all internet websites and web content must conform to WCAG 2.0 Level AA except where not practicable.	14	January 1, 2021	<ul style="list-style-type: none"> • Procure the necessary resources to meet this requirement • Ensure all sites and postings conform to the guidelines where practicable 	No

Part III – Employment Accessibility Standards

Note: these standards apply to the employment of individuals and not to volunteers or other unpaid individuals

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<i>General Recruitment</i> All employers must notify employees and the public about the availability of accommodation in the recruitment process.	22	January 1, 2012	<ul style="list-style-type: none"> • Such notice is added to internal Guelph Police Service job postings • Such notice is placed on the Guelph Police Service “Careers” webpage 	Yes
2	<i>Recruitment, Assessment or Selection Process</i> All employers must notify job applicants that accommodation is available upon request relative to the materials or processes to be used. Employers must consult with selected applicants who request an accommodation and provide or arrange for suitable accommodation.	23	January 1, 2012	<ul style="list-style-type: none"> • These requirements are built into internal and external hiring processes 	Yes
3	<i>Notice to Successful Applicants</i> When making offers of employment, policies for accommodating persons with disabilities must accompany such offers.	24	January 1, 2012	<ul style="list-style-type: none"> • Relevant policies are added to materials provided to new employees 	Yes

4	<i>Informing Employees of Supports</i> Employers must inform employees about organizational policies to support employees with disabilities, as well as information on accommodation.	25	January 1, 2012	<ul style="list-style-type: none"> • Notice of these policies are provided to all Guelph Police Service members • Policies include information about accommodation for members 	Yes
5	<i>Accessible Formats and Communication Supports</i> Where requested by a disabled employee, the employer must consult with the employee to provide accessible formats and communication supports for information needed by the employee to perform his or her job.	26	January 1, 2012	<ul style="list-style-type: none"> • Be prepared to consult with employees and provide accessible formats and supports as necessary 	Yes
6	<i>Workplace Emergency Response Information</i> Employers must provide individualized workplace emergency response information to disabled employees if necessary based on the type of disability if the employer is aware of the need for accommodation, and such information may be shared with a person designated by the employer to provide assistance to the disabled employee if the employee consents. The emergency response information must be reviewed each time the disabled employee moves locations within the organization or has overall accommodation needs or plans reviewed.	27	January 1, 2012	<ul style="list-style-type: none"> • Provide information to employees and designated persons as required • Review this information as necessary 	Yes
7	<i>Documented Individual Accommodation Plans</i> Employers shall develop and have in place a written process for developing individual accommodation plans for employees with disabilities. That process must include the elements listed in section 28(2) and 28(3) of the <i>Regulation</i> .	28	January 1, 2014	<ul style="list-style-type: none"> • Incorporate these requirements into the Guelph Police Service Workplace Accommodation policy 	Yes

8	<i>Return to Work Process</i> Employers shall develop and have in place a return to work process for employees who have been absent due to a disability and who require disability related accommodations to return to work, including documentation of the process. The process shall outline the steps the employer will take to facilitate the return to work and use documented individual accommodation plans.	29	January 1, 2014	<ul style="list-style-type: none"> Incorporate this process/these requirements into the Guelph Police Service Workplace Accommodation policy 	Yes
9	<i>Performance Management, Career Development and Advancement, and Redeployment</i> Performance management, career development and advancement, and redeployment processes shall take into account the accessibility needs of employees with disabilities and individual accommodation plans.	30 31 32	January 1, 2014	<ul style="list-style-type: none"> Incorporate these requirements into the Guelph Police Service Workplace Accommodation policy 	Yes

Part IV – Transportation Standards

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<i>Taxicab Fees/Fares</i> Owners and operators of taxicabs are prohibited from charging additional fees or fares for persons with disabilities than that charged for other persons, including for the storage of mobility aids or devices.	80	July 1, 2011	<ul style="list-style-type: none"> Revise the taxicab bylaw to include these provisions 	Yes

2	<i>Taxicab Registration and Identification (part 1)</i> Taxicab owners and operators must place vehicle registration and identification information on the rear bumper of their taxicabs.	80	January 1, 2012	<ul style="list-style-type: none"> Revise the taxicab bylaw to include these provisions 	Yes
3	<i>Taxicab Registration and Identification (part 2)</i> Taxicab owners and operators must make vehicle registration and identification information available in an accessible format to persons with a disability.	80	January 1, 2012	<ul style="list-style-type: none"> Revise the taxicab bylaw to include these provisions 	Yes