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# Toronto Police Service

## Multi-Year Accessibility Plan

### 2014 – 2021

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upon request

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

## Table of Contents

Table of Contents .....	2
Statement of Commitment .....	3
Introduction .....	3
Background .....	3
Barriers to Accessibility.....	3
Diversity Management Unit.....	4
Monitoring and Evaluating .....	4
Toronto Police Service Accessibility Leadership Committee (ALC) .....	4
Definitions.....	5-6
AODA Compliance Overview.....	7
AODA Compliance Timeline-2014-2021 .....	8
APPENDIX A .....	9-16
Ensuring accessible services.....	17
We Welcome Your Feedback .....	17
References .....	18

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

## Statement of Commitment

The Toronto Police Service (Service) is committed to treating all people in a way that allows them to maintain their dignity and independence. The Service believes in integration and equal opportunity, and the Service is committed to meeting the needs of people with disabilities in a timely manner. The Service will do so by identifying, removing, and preventing barriers to accessibility while meeting the accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

## Introduction

*The Toronto Police Service 2014-2021 Multi-Year Accessibility Plan* outlines the Toronto Police Service's strategies to meet its legislative obligations under the Accessibility for Ontarians with Disabilities Act (AODA); and its policy commitments to creating an accessible organization and delivering accessible services to all stakeholders. This multi-year plan builds on the Accessibility Plan which was released in 2012.

## Background

The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005. The AODA aims to have an accessible Ontario by 2025 through the implementation of mandatory accessibility requirements that organizations must meet in various areas.

In June 2011, the Ontario government released the AODA Integrated Accessibility Standards Regulation (IASR) which resulted in the harmonization of several accessible standards. These standards include: Information and Communication, Employment, Transportation and Design of Public Spaces.

Beginning in 2014, the Service's *Accessibility Plan* is being presented in a multi-year format, initially covering the years 2012 – 2016 (Appendix 1). The newly legislated multi-year plan provides the overall approach of how the Service will meet the requirements of the IASR. It details strategies and actions to identify, prevent and remove barriers for people with disabilities in our services, programs and facilities. The multi-year accessibility plan will be posted on the Service's website and made available in accessible formats, upon request.

## Barriers to Accessibility

Accessibility provides people of all abilities the opportunity to participate fully in life. People with disabilities often do not engage in many of the activities that most of us take for granted. This may be due to barriers that could affect a person with a disability. According to the Ministry of Community and Social Services (MCSS), the following are examples of such barriers:

- **Architectural and physical** barriers are features of buildings or spaces that cause problems for people with disabilities.
- **Information or communications** barriers arise when a person cannot easily understand information.

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

- **Attitudinal** barriers are those assumptions and actions that discriminate against people with disabilities.
- **Technology** barriers occur when a technology is not designed to support various assistive devices.
- **Organizational** barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.

## **Diversity Management Unit**

The Diversity Management Unit (DMU) has been designated by the Chief of Police, with the responsibility of coordinating and facilitating the implementation of the requirements of the AODA Regulations.

The primary focus of Diversity Management Unit is to coordinate all human rights and diversity activities, build strategic cultural change, with the goal of facilitating a service wide appreciation of diversity; and a dedication to increasing opportunities for all members to implement these values in their work environment.

Any questions or inquiries can be directed to Diversity Management Unit-AODA Coordinator.

## **Monitoring and Evaluating**

The AODA requires the Service to review and update the *Toronto Police Service 2014-2021 Multi-Year Plan*. The Service will review the Multi-Year plan yearly with the Accessibility Leadership Council. In future, the Plan will be updated at least every five years to ensure that the Service is in compliance to meet the Provincial requirements. These updates will reflect steps taken to improve accessibility, highlight achievements that have been made, make any adjustments needed to meet the timelines under the IASR and ensure the full implementation of the requirements.

Feedback is imperative to the evaluation process. The Service will continue to review and develop strategies to engage stakeholders in providing accessibility related feedback, including people with disabilities.

## **Toronto Police Service Accessibility Leadership Committee (ALC)**

Fostering an inclusive organization and delivering accessible services is an important endeavor. This plan was developed in consultation with the Service's Accessibility Leadership Committee (ALC). The ALC is composed of member representatives from all pillars within the Service, who provide invaluable feedback and advice on various aspects of accessibility, including the development of accessibility plans. Committee members also ensure that the actions, outlined in our accessibility plans, are carried out within their own departments. The ALC meets regularly to review and create strategies to ensure the Service continues to meet the Provincial requirements of the AODA.

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

## Definitions

- Accessible Format:** - may include, but is not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities. ( O.Reg. 191/11 s.2)
- Assistive Device:** - means an implement used to aid individuals with physical disabilities or limitations in performing movements, tasks, or activities, which include, but are not limited to, hearing aids, prosthetics, eyeglasses, respiratory devices, canes and walkers.
- Barrier:** - means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice. (AODA s.2)
- Communications:** - for the purposes of this document, means the interaction between two or more persons or entities, or where information is provided, sent or received. (O.Reg.191/11 s.9)
- Communication Supports:** - may include, but are not limited to, captioning, alternate and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications. (O.Reg.191/11 s.9)
- Disability:** - means 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
- a condition of mental impairment or a developmental disability.
  - a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
  - a mental disorder.
  - an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act. (AODA s.2)
- Information:** - means data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning. [Source: O.Reg. 191/11 s.9(1)]

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

**Member:**

- a police officer,
- a civilian member employed on a permanent, temporary, seasonal, consultant or contract basis,
- an unpaid auxiliary member, volunteer, or co-operative education program student .

**Organization:**

- means any organization in the public or private sector and includes: the Government of Ontario and any board, commission, authority or other agency of the Government of Ontario, any agency, board, commission, authority, corporation or other entity established under an Act, a municipality, an association, a partnership and a trade union, or any other prescribed type of entity.  
("organization"(AODA s.2).

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

## AODA Compliance Overview

### 2012 - Customer Service Standard

The Service met all the requirements of the *Accessibility Standards for Customer Service Regulation*. The following actions were taken to ensure compliance:

- Created and implemented an *AODA Service Plan* which outlines our commitment to provide services to persons with disabilities.
- Documented, in writing, the *AODA Service Plan (Plan)* and the *AODA Procedure*; made the *Plan* available on the Service's website ([www.torontopolice.on.ca](http://www.torontopolice.on.ca)), and published the *AODA procedure*. Both documents are available in an accessible format that takes into account a person's disability, upon request.
- Trained all employees, volunteers and those providing service to the public on our behalf. (ongoing)
- Reported our progress to the Accessibility Directorate of Ontario.

The Service also met the requirements of the IASR including:

- Ensure that emergency procedures, plans or public safety information are available in an accessible format with appropriate communication supports, upon request.
- Establish workplace emergency response information.

The Service is working towards completing all the AODA requirements for the IASR. We have taken the following steps and have achieved compliance well before the required date:

### 2014 - General Requirements

- Established an Accessibility Policy and implemented AODA Procedure (13-20).
- Created a multi-year accessibility plan that outlines long-term strategies TPS will take to remove and prevent accessibility barriers in our organization and improve accessibility within services and programs. This plan will be updated every five years and made available to the public and in an accessible format, upon request.

### 2015 - Information and Communication Standard

- Developed and implemented feedback processes which are available to the general public on our website and upon request at any Service facility.
- Implemented training to all employees, volunteers and those who develop the organization's policies, and all those who provide goods, services or facilities on the organization's behalf. (ongoing)

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

## 2016 - Employment Standard

- Offer emergency response plans to employees with disabilities upon request. (ongoing)
- Developed and implemented procedures for individual accommodation plans for employees with disabilities in a clear and consistent manner.
- Established processes for notifying employees of the organization’s policies for supporting employees with disabilities.
- Established and implemented return to work process.
- Inform employees of supports and any changes to policies.
- Provide information in an accessible manner, upon request.
- Accommodations and adjustments that best meets the needs of the applicants are made in consultation with applicants.
- Successful applicants are notified of the Service’s policies for accommodating employees with disabilities.

## AODA Compliance Timeline-2014-2021

The Service continues to work towards meeting the AODA requirements now and in the future. The following timeline depicts the requirements moving forward.

<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2021</b>
Accessibility Plans s.4 Self-serve Kiosks s.6 New Websites content conform with WCAG 2.0 Level A s.14	Training s.7(1) Feedback Processes s.11	Accessible formats and communication supports s.12 Recruitment s.25 Informing employees of supports s.25 Processes to accommodate employees s.28	All internet websites and web content must conform to WCAG 2.0 Level AA (excluding live captioning and pre-recorded audio descriptions) s.14

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

## APPENDIX A

The following chart outlines the standards and actions that the Service is obligated to comply with, as per the AODA legislation.

<b>Accessibility for Ontarians with Disabilities Act(AODA) Integrated Accessibility Standards Regulation (IASR) Ontario Regulation 191/11</b>		
<b>General Requirements</b>		
<b>IASR Section Requirement and Implementation Date</b>	<b>Action Required</b>	<b>Implementation Status</b>
<p style="text-align: center;"><b>Establishment of Accessibility Policies (s.3) January 1, 2014 COMPLIANT</b></p>	<ul style="list-style-type: none"> <li>• The development, implementation and maintenance of corporate policies governing how the Service will achieve accessibility.</li> <li>• Includes corporate statement of the Service's commitment to meet accessibility needs of persons with disabilities.</li> <li>• This document (titled above) to be available to the public, and available in an accessible format upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• The Toronto Police Service's (Service) <b><u>AODA Service Plan Providing Services to Persons with Disabilities</u></b> was created and posted on the Service's website where it is accessible to the general public, including availability in accessible formats.</li> <li>• The Service has implemented a Procedure, (Procedure 13-20), as per AODA requirements. The Service, through the use of its internal network system (Routine Orders), notifies members of any changes, updates and training relating to the AODA.</li> <li>• An Accessibility Leadership Committee (ALC) has been established, which meets regularly to ensure that AODA compliance is being met.</li> </ul>
<p style="text-align: center;"><b>Accessibility Plans (s.4) January 1, 2014 IN PROGRESS</b></p>	<ul style="list-style-type: none"> <li>• Establish, implement and maintain a multi-year accessibility plan which addresses strategies to prevent/remove barriers.</li> <li>• Post the multi-year plan on Service's website. Review and update plan every 5 years.</li> <li>• Documents to be available to the public and available in an accessible format upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service's multi-year plan to be reviewed by the Accessibility Leadership Committee (ALC) and forwarded to command for approval.</li> <li>• This plan to be posted on the Service's website by January 1, 2014.</li> <li>• The plan will be reviewed and updated every five years to ensure that compliance requirements are met.</li> <li>• The multi-year plan will be made available in an accessible format, upon request.</li> </ul>
<p style="text-align: center;"><b>Procuring or Acquiring goods, services or facilities Self Service Kiosks (s.5) (s.6) January 1, 2014 IN PROGRESS</b></p>	<ul style="list-style-type: none"> <li>• Incorporate accessibility criteria and features when acquiring, or purchasing goods, services or facilities.</li> <li>• Accessibility features (through design or procurement) required for self-service kiosks (where available).</li> </ul>	<ul style="list-style-type: none"> <li>• The Service will consider the needs of people with disabilities when acquiring, or purchasing goods, services or facilities.</li> <li>• The service will ensure that any kiosks that are used to provide services to its stakeholders are equipped with accessibility features.</li> </ul>

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

<b>General Requirements</b>		
<b>IASR Section Requirement and Implementation Date</b>	<b>Action Required</b>	<b>Implementation Status</b>
<b>Training (s.7) January 1, 2015 IN PROGRESS</b>	<ul style="list-style-type: none"> <li>• Ensure that training is provided to all employees, volunteers and other persons, on the requirements of the accessibility standards in regards to the Ontario Human Rights Code as it pertains to people with disabilities.</li> <li>• Ensure that a record of the training provided, including the training dates and the number of people who participated, is kept and maintained.</li> <li>• Training should be appropriate to the duties of the employees, volunteers, and other persons.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service will deliver and monitor training on the IASR and Human Rights Code for all employees and volunteers.</li> <li>• The Ontario Human Rights Commission (OHRC) and Curriculum Canada developed and released training that meets the IASR requirement. This training has been posted on the Canadian Police Knowledge Network (CPKN) and is available to members.</li> <li>• The Service has made this training mandatory for all employees, and will ensure that volunteers and other persons receive appropriate training in relation to their duties.</li> <li>• The Service, through the CPKN and Human Resource Management System, will ensure that records of completed training are kept and maintained.</li> </ul>
<b>Information and Communication Standard</b>		
<b>IASR Section Requirement and Implementation Date</b>	<b>Action Required</b>	<b>Implementation Status</b>
<b>Feedback Processes (s.11) January 1, 2015 IN PROGRESS</b>	<ul style="list-style-type: none"> <li>• Ensure that any processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communication supports.</li> <li>• Notify the public about the availability of accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service has developed and implemented strategies to ensure that feedback by persons with disabilities is received and responded to. These forms will be available to the general public on the Service's website; or, upon request at any Service facility.</li> <li>• The Service will develop strategies to provide or arrange for the provision of accessible formats and communication supports, upon request. This will include opportunities for improvement in future customer service plans, policies and initiatives.</li> <li>• The Service will review current feedback methods to ensure mechanisms for feedback are user friendly, with accessible formats, available upon request. .</li> </ul>

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

<b>Information and Communication Standard</b>		
<b>IASR Section Requirement and Implementation Date</b>	<b>Action Required</b>	<b>Implementation Status</b>
<p><b>Accessible Formats and Communication Supports (s.12)</b>  <b>January 1, 2016</b>  <b>IN PROGRESS</b></p>	<ul style="list-style-type: none"> <li>• Accessible formats and communication supports for persons with disabilities must be provided or arranged upon request.</li> <li>• Consult with the person making the request to determine the suitability of an accessible format or communications support.</li> <li>• Notify the public about the availability of accessible formats and communication supports.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service will establish corporate standards to provide accessible formats of information or communications support, upon request.</li> <li>• The Service will develop guidelines to help staff achieve the corporate accessible information standards.</li> <li>• The Service will inform members and the public about the availability of information in accessible formats or communications support, upon request.</li> </ul>
<p><b>Emergency Procedures, Plans or Public Safety Information (s.13)</b>  <b>January, 2012</b>  <b>IN PROGRESS</b></p>	<ul style="list-style-type: none"> <li>• Emergency procedures, plans and public safety information available to the public, are to be provided in an accessible format with appropriate communication supports, upon request.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service will offer emergency or public safety information in accessible formats or with communication supports upon request.(ongoing)</li> </ul>
<p><b>Accessible Websites and Web Content WCAG 2.0 Level A (s.14)</b>  <b>January 1, 2014</b></p> <p><b>WCAG 2.0 Level AA</b>  <b>January 1, 2021</b>  <b>IN PROGRESS</b></p>	<ul style="list-style-type: none"> <li>• All new websites and web content must meet Web Content Accessibility Guidelines (WCAG) 2.0. Level A initially and increasing to Level AA.</li> <li>• All public websites and web content posted after January 1, 2012, must conform to WCAG 2.0 Level AA other than criteria 1.2.4 (captions) and 1.2.5 (pre-recorded audio descriptions).</li> </ul>	<ul style="list-style-type: none"> <li>• The Service, through Corporate Communications, will ensure that all new Websites and it's contents meet the Web Content Accessibility Guidelines (WCAG) 2.0.by the end of 2013.</li> <li>• Information regarding the availability of alternate formats and how to request them will be provided for any non-accessible content/documents.</li> <li>• The Service will develop, review and enhance Web Standards and Accessible Communication Policies that will include accessible web design practices; and will establish expectations and guidelines for staff to create accessible web content and web pages.</li> </ul>

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

<b>Employment Standard</b>		
<b>IASR Section Requirement and Implementation Date</b>	<b>Action Required</b>	<b>Implementation Status</b>
<p><b>Notice of Successful Applicants (s.24)</b>  <b>January 1, 2016</b>  <b>IN PROGRESS</b></p>	<ul style="list-style-type: none"> <li>• The employer, when making offers of employment, shall notify the successful applicant of its policies for accommodating employees with disabilities.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service's Employment Unit, through current policies, programs and practices, will meet these requirements.</li> <li>• The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to employees and management throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</li> </ul>
<p><b>Informing Employees of Supports (s.25)</b>  <b>January 1, 2016</b>  <b>IN PROGRESS</b></p>	<p>Employers shall:</p> <ul style="list-style-type: none"> <li>• Inform employees of its policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that take into account an employee's accessibility needs due to disability.</li> <li>• Provide the information required to new employees as soon as practicable after they begin employment.</li> <li>• Provide updated information for its employees whenever there is a change to existing policies on the provision of job accommodations that take into account an employee's accessibility needs due to a disability.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service, through current policies, procedures and practices, is meeting the majority of these requirements.</li> <li>• The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to members throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</li> <li>• The Service, through the use of Routine Orders (internal communication mode) will inform members of any change to existing policies or procedures relating to job accommodations due to a disability.</li> </ul>
<p><b>Accessible Formats and Communication Supports (s.26)</b>  <b>January 1, 2016</b>  <b>IN PROGRESS</b></p>	<ul style="list-style-type: none"> <li>• Where an employee with a disability so requests it, the employer shall consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for:               <ol style="list-style-type: none"> <li>a. Information that is needed in order to perform the employee's job; and</li> <li>b. Information that is generally available to employees in the workplace.</li> </ol> </li> <li>• Consult with the employee making the request in determining the suitability of an accessible format or communication support.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service, through current policies, procedures, and practices, is already meeting the majority of these requirements.</li> <li>• The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to employees and management throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</li> </ul>

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

Employment Standard		
IASR Section Requirement and Implementation Date	Action Required	Implementation Status
<p style="text-align: center;"><b>Workplace Emergency Response Information (s.27) January 1, 2013 COMPLIANT (Ongoing)</b></p>	<p>Employers shall:</p> <ul style="list-style-type: none"> <li>• Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</li> <li>• Provide the workplace emergency response information to the person designated by the employer to provide assistance.</li> <li>• Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</li> <li>• Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability.</li> <li>• Review the individualized workplace emergency response information:               <ul style="list-style-type: none"> <li>a. when the employee moves to a different location in the organization when the employee's overall accommodation needs or plans are reviewed; and</li> <li>b. when the employer reviews its general emergency response policies.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• The Service has developed and implemented policies and practices to fulfill this requirement and will continue to provide, review and enhance individualized workplace emergency response information to ensure that employees with disabilities are accommodated.</li> <li>• The Service ensures that these policies and practices are communicated to all members within the organization through Routine Orders and the TPS Website.</li> </ul>

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

<b>Employment Standard</b>		
<b>IASR Section Requirement and Implementation Date</b>	<b>Action Required</b>	<b>Implementation Status</b>
<p><b>Documented Individual Accommodation Plans (s.28) January 1, 2016 IN PROGRESS</b></p>	<p>Employers shall develop and have in place a written process for the development of documented accommodation plans for employees with disabilities.</p> <p>The process shall include the following elements:</p> <ul style="list-style-type: none"> <li>• The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan.</li> <li>• The means by which the employee is assessed on an individual basis.</li> <li>• The manner in which the employer can request evaluation by an outside medical or other expert, at the employer’s expense, to assist the employer in determining if accommodation can be achieved and how.</li> <li>• The manner in which the employee can request the participation of a representative from their bargaining agent or other representative from the workplace, where the employee is not represented by a bargaining agent in the development of the accommodation plan.</li> <li>• The steps taken to protect the privacy of the employee’s personal information.</li> <li>• The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</li> <li>• If an individual accommodation is denied, the manner in which the reasons for the denial will be communicated with the employee.</li> <li>• The means of providing an accommodation plan in a format that takes into account the employee’s accessibility needs due to disability.</li> <li>• The individual accommodation plan shall:               <ol style="list-style-type: none"> <li>a. if requested, include any information regarding accessible formats and communication supports provided as described in s.26</li> <li>b. if required, include individualized workplace emergency response information, as described in s.27</li> <li>c. identify any other accommodation that is to be provided.</li> </ol> </li> </ul>	<ul style="list-style-type: none"> <li>• The Service has well-established processes in place that meet these requirements. This process is facilitated by Diversity Management Unit (DMU) and Occupational Health and Safety (OHS) Medical Advisory.</li> <li>• Individual plans are incorporated into all transitional modified work and permanent accommodation programs.</li> <li>• There is ongoing communication with employees regarding the processes for getting their needs met regarding disability accommodation at any time during their employment.</li> <li>• The Service has documented the process to be followed for developing individual accommodation plans and will review and update it annually to ensure that all AODA requirements are met.</li> <li>• There are processes in place for employees to retrieve information in accessible formats upon request.</li> <li>• OHS and DMU will review accommodation plans to ensure that accessible formats are offered and noted on the plan.</li> <li>• Policy has been established for Emergency Response for Employees with Disabilities.</li> <li>• Emergency response plans will be incorporated into all modified work/permanent accommodation plans as required.</li> </ul>

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

Employment Standard		
IASR Section Requirement and Implementation Date	Action Required	Implementation Status
<p><b>Return to Work Processes (s.29)</b>  <b>January 1, 2016</b>  <b>IN PROGRESS</b></p>	<p>Employers shall:</p> <ul style="list-style-type: none"> <li>• develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.</li> <li>• document the process.</li> </ul> <p>Return to Work Process shall:</p> <ul style="list-style-type: none"> <li>• outline the steps the employer will take to facilitate the return to work of employees who were absent because his/her disability required them to be away from work .</li> <li>• use documents in individual accommodation plans, (section 28) as part of the process.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service has policy and procedure in place that meets this requirement. Return to work processes and documentations are in place as per Service procedures and policy.</li> <li>• The Service will continue to review and enhance these processes regularly to ensure that the requirements for the AODA are met and employees with disabilities are accommodated.</li> </ul>
<p><b>Performance Management, Career Development and Redeployment (s.30-32)</b>  <b>January 1, 2016</b>  <b>IN PROGRESS</b></p>	<p>An employer that uses performance management in respect of its employees shall:</p> <ul style="list-style-type: none"> <li>• take into account the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities.</li> <li>• 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 its employees with disabilities.</li> </ul> <p>An employer that uses redeployment shall:</p> <ul style="list-style-type: none"> <li>• take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service has procedure and policies in place, which are linked to redeployment.</li> <li>• The Service will ensure that policies and procedures are revised and updated (when necessary) to ensure that the requirements of AODA are being met with respect to performance management, career development and redeployment of employees with disabilities.</li> </ul>

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

<b>Employment Standard</b>		
<b>IASR Section Requirement and Implementation Date</b>	<b>Action Required</b>	<b>Implementation Status</b>
<b>Recruitment Assessment of Selection Process (s.23)</b> <b>January 1, 2014</b> <b>IN PROGRESS</b>	Employers shall: <ul style="list-style-type: none"> <li>• During the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or process to be used.</li> <li>• Consult with the applicant and provide suitable accommodation in a manner that takes into account the applicant's accessibility needs due to his/her disability.</li> </ul>	<ul style="list-style-type: none"> <li>• The Service, through current policies, procedures and practices, is meeting the majority of these requirements.</li> <li>• The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to members throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</li> </ul>
<b>Recruitment (s.22)</b> <b>January 1, 2016</b> <b>IN PROGRESS</b>	<ul style="list-style-type: none"> <li>• The Employer shall notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.</li> </ul>	

# **Toronto Police Service Multi-Year Accessibility Plan 2014-2021**

## **Ensuring accessible services**

Accessibility not only helps people with disabilities, it benefits everyone. Accessibility means giving people of all abilities the opportunity to participate fully in everyday life. Creating communities where every person who lives or visits can participate fully makes good sense for people, for businesses, for communities ... for all of us.

## **We Welcome Your Feedback**

Please let us know what you think about the *Toronto Police Service 2014-2021 Multi-Year Accessibility Plan* and accessibility issues in general. To request a copy of the plan in an accessible format or to send us your comments or questions, please contact us at:

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**To view this plan online visit [www.torontopolice.on.ca](http://www.torontopolice.on.ca)**

# Toronto Police Service Multi-Year Accessibility Plan 2014-2021

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