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PEEL REGIONAL POLICE

Working it out together ...

**ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT**

**STATUS REPORT
2012**



VISIT
www.peelpolice.ca

VISION A SAFER COMMUNITY



2011-2013 STRATEGIC GOALS

- ENHANCE & PROMOTE COMMUNITY SAFETY AS OUR HIGHEST PRIORITY.
- TO BE AN EMPLOYER OF CHOICE.
- STRENGTHEN EMPLOYEE & COMMUNITY COMMUNICATION & COLLABORATION.
- DELIVER QUALITY SERVICES ENSURING ACCOUNTABILITY & FISCAL RESPONSIBILITY.
- MANAGE SERVICE DELIVERY TO RESPOND TO GROWTH & CHANGING DEMOGRAPHICS.

VALUES

T RUST

REFLECTS BOTH THE TRUST WE HOPE TO INSTILL IN THE PEOPLE WE SERVE AS WELL AS THE TRUST WE MUST HAVE IN EACH OTHER TO PERFORM EFFECTIVELY. IT IS SOMETHING WHICH MUST BE EARNED AND CANNOT BE TAKEN FOR GRANTED.

R ESPECT

FOR THE DIGNITY AND RIGHTS OF ALL OTHERS.

U NDERSTANDING

OF THE LAW AS WELL AS THE DIFFERENT CHALLENGES FACED BY INDIVIDUALS IN THEIR DAY-TO-DAY LIVES.

S AFETY

PROTECTION OF THE PEOPLE IN OUR COMMUNITY, THEIR PROPERTY, OURSELVES AND OUR FELLOW OFFICERS.

T RANSPARENCY

IN ALL OUR PRACTICES, BELIEFS AND ACTIONS.

MISSION

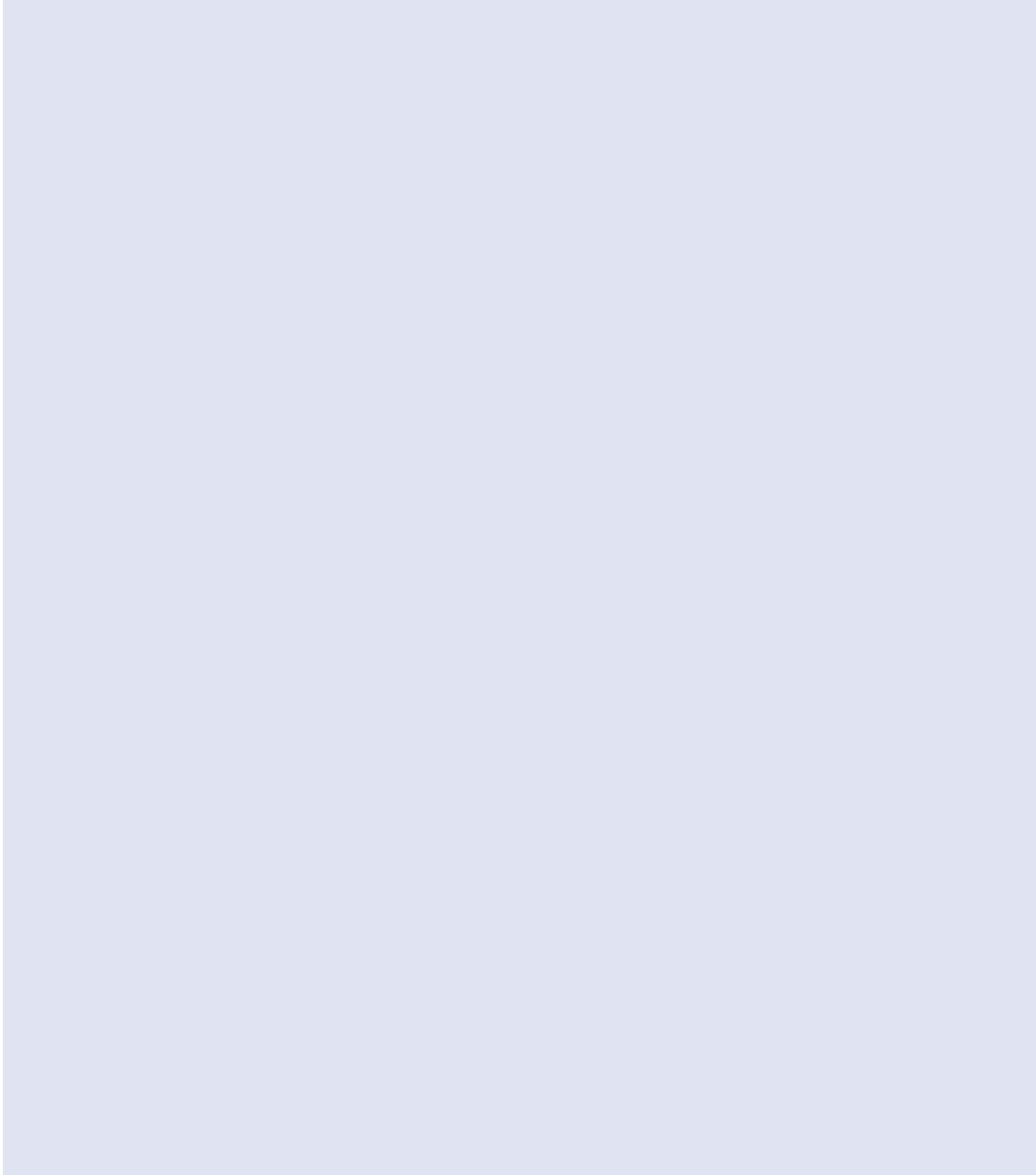
AS AN ORGANIZATION OF HIGHLY-SKILLED AND DEDICATED PROFESSIONALS, PEEL REGIONAL POLICE, WORKING TOGETHER WITH OUR COMMUNITY, CONTRIBUTES TO A SAFE ENVIRONMENT IN WHICH TO LIVE, WORK AND VISIT.



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* Sections not relevant to Peel Regional Police have been excluded.



OVERVIEW

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. To help public, private and non-profit organizations identify, prevent and remove barriers to accessibility, the AODA contains accessibility standards in areas including:

- Customer Service
- Information & Communications
- Employment
- Transportation*
- Built Environment*

The accessibility standard for Customer Service came into effect in 2008. The next three (3) standards, Information and Communications, Employment and Transportation have been combined into the Integrated Accessibility Standards Regulation (IASR). The IASR is now law and the requirements will be phased-in over time. The standards pertaining to the Built Environment for facilities and outdoor spaces are still in development.

This document will update the progress and measures taken by Peel Regional Police to implement strategies to identify, prevent and remove barriers and to serve as a report on compliance with the Act and related Standards to the end of 2012.

* Sections not relevant to Peel Regional Police have been excluded.

PART I

CUSTOMER SERVICE







SECTION	IMPLEMENTATION DATE	STATUS
SECTION 3 Establishment of Accessibility Policies	JAN 01 2013	✓
		✓
		✓
		✓

WHAT NEEDS TO BE DONE	ACTION
<p>3 (1) Organizations shall develop, implement and maintain policies and documentation to demonstrate how the organization has or will achieve compliance with the Act.</p>	<p>The directives listed below have been created to respond to the needs of persons with disabilities. These directives outline the response by our organization to address the needs of both citizens and employees.</p> <p>The directives have been developed to provide policies and direction to our members in responding to the needs of persons with disabilities.</p> <p>The directives will continue to be developed and revised to better serve the community and respond to legislative changes. The applicable directives include:</p> <ul style="list-style-type: none"> - The Customer Service Standard under the Accessibility for Ontarians with Disabilities Act - 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 – Civilian Members
<p>3 (2) Write a statement of organizational commitment which will describe how organizations will meet the needs of people with disabilities, in a timely manner.</p>	<p>A statement of our commitment is displayed on the Peel Police internet website that affirms our organization will provide services that are accessible to all persons.</p> <p>A Statement of Commitment is also included in our Accessibility Plan 2013.</p>
<p>3 (3)(a) Write one or more documents describing policies.</p>	<p>The directives outlined below respond to the needs of persons with disabilities:</p> <ul style="list-style-type: none"> - The Customer Service Standard under the Accessibility for Ontarians with Disabilities Act - 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 – Civilian Members
<p>(3) (b) Make the written documents available in accessible format upon request.</p>	<p>Written documents that are accessible to the public will be provided upon request, in a format which serves the needs of the individual, at no greater costs than otherwise charged.</p>

Accessibility For Ontarians With Disabilities Act



PART I

CUSTOMER SERVICE ... continued

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 4 Accessibility Plans	JAN 01 2013	     

WHAT NEEDS TO BE DONE	ACTION
<p>4 (1) (a) Establish, implement, maintain and document a Multi-Year Accessibility Plan which outlines the Service’s strategy to prevent and remove barriers which meets the requirements under this Regulation.</p>	<p>A multi-year accessibility plan is available for all members and the public. Copies will be made available in a number of formats to accommodate specific needs of the individual (i.e. audio, Braille, large print described video, etc.).</p>
<p>4 (1) (b) Post the Accessibility Plan on an external website and make it available in accessible format upon request.</p>	<p>The plan is posted on the external website and made available in accessible format upon request.</p>
<p>4 (1) (c) Review and update the Accessibility Plan every 5 years.</p>	<p>The plan will be updated every five (5) years in accordance with the Regulation and The Customer Service Standard under the Accessibility for Ontarians with Disabilities Act.</p>
<p>4 (3) (b) Make the written documents available in accessible format upon request.</p>	<p>Our organization will work in consultation with our community partners and the internal AODA committee and other members to ensure progress continues and identified needs are met.</p>
<p>4 (3) (a) Prepare an Annual Status Report on the progress and measures taken to implement strategies.</p>	<p>The annual status report is completed.</p>
<p>4 (3) (b) Post the Annual Status Report on an external website and make available in an accessible format.</p>	<p>The plan is posted on the external website and made available in accessible format upon request.</p>


PART I **CUSTOMER SERVICE** ... continued

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 5 Procuring or Acquiring Goods, Services, or Facilities	JAN 01 2013	
SECTION 7 Training	JAN 01 2014	

WHAT NEEDS TO BE DONE	ACTION
<p>5 (1) Organizations shall incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so.</p>	<p>The primary responsibility for identifying matters pertaining to the procurement or acquisition of goods, services or facilities lies with Facilities Management and Materials Management.</p> <p>Peel Regional Police acquisition of goods, services or facilities is governed by the Police Services Board Procurement By-Law.</p>
<p>7 (1-6) The Act requires training on the Accessibility Standards under the AODA, and Human Rights Code pertaining to persons with a disability.</p> <p>Training must be:</p> <ul style="list-style-type: none"> - released as soon as practical. - relevant to the position. - specific to duties. - tracked. <p>And include:</p> <ul style="list-style-type: none"> - all employees, volunteers and persons who provide goods and services or facilities on behalf of the organization. - all employees who develop policies. - any changes in the Act. 	<p>The training module was released June 20, 2011 to all members. The Training Bureau monitors and records all members who have completed the training. As of December 2012 there are 31 members (including 3 new hires and 12 members who recently returned from leave of absence) who are required to complete the training. These members are in the process of completing this training.</p> <p>The Training Bureau will continue to monitor and record the training dates of our members and other persons (vendors, contractors, etc.) who are required to complete this training to ensure that we remain compliant with this section.</p>




PART II

INFORMATION & COMMUNICATIONS

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 11 Feedback	JAN 01 2014	
		ONGOING
		ONGOING
SECTION 12 Accessible Formats & Communication Supports	JAN 01 2015	ONGOING
		ONGOING
		ONGOING

WHAT NEEDS TO BE DONE	ACTION
<p>11 (1) All processes for receiving and responding to feedback must be accessible for any person with a disability.</p>	<p>Peel 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.</p>
<p>11 (2) Accessible formats and communication supports must be provided in an accessible format when requested.</p>	<p>Peel Police will make requested document(s) available in an accessible format, in a timely manner.</p>
<p>11 (3) Notify the public about the availability of accessible formats and communication supports.</p>	<p>Notification to the public about the availability of accessible formats and communication supports will be posted on the external website prior to the compliance date of January 1, 2014.</p>
<p>12 (1) Provision of accessible formats and communication supports for persons with disabilities must be provided or arranged upon request:</p> <ul style="list-style-type: none"> - in a timely manner. - at a cost that is no more than the regular cost charged to other persons. 	<p>Accessible formats including Braille, A.S.L., large print, audio and described or explained video will be made available upon request in a timely manner. The costs will be no more than charged to other persons.</p> <p>Vendors are identified and are available to complete large print or Braille conversions when a request is made.</p>
<p>12 (2) Consult with the person making the request to determine the most suitable accessible format or communication support.</p>	<p>Upon receiving a request from a citizen, consultation will be conducted with that person to determine the most suitable format.</p>
<p>12 (3) Notify the public about the availability of accessible formats and communication supports.</p>	<p>The public is notified on the external website that documents can be requested in an accessible format.</p>

PART II INFORMATION & COMMUNICATIONS ... continued

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 13 Emergency Procedure, Plans or Public Safety Information	JAN 01 2012	
SECTION 14 Accessible Websites & Web Content – WCAG 2.0	Level AJAN 01 2014 Level AAJAN 01 2021	 

WHAT NEEDS TO BE DONE	ACTION
<p>13 (1) Emergency procedures, plans and public safety information provided to the public shall be provided upon request:</p> <ul style="list-style-type: none"> - in an accessible format. - with appropriate communication supports. - provided as soon as practicable. - available in an accessible format including Braille, audio, large print, described video etc. 	<p>The cities of Brampton and Mississauga and the Region of Peel have accessible emergency plans available on their websites.</p>
<p>13 (2) Emergency procedures, plans or public safety information must be available to the public in an accessible format.</p>	<p>All public safety material produced by Peel Police is available in a format suitable to the needs of the person with a disability, upon request.</p>
<p>14 (1) Internet and intranet websites and web content conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level AA, and shall do so in accordance with the schedule set out in this section.</p>	<p>Peel Police is compliant with the World Wide Web Consortium Web Content.</p>
<p>14 (2) Internet websites and web content must conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA. Exceptions apply.</p>	<p>Peel Police is compliant with the World Wide Web Consortium Web Content Accessibility Guidelines. The Peel Regional Police Information and Technology Service (ITS) is tasked to monitor and upgrade any changes to ensure Peel Police remains compliant.</p>

PART II INFORMATION & COMMUNICATIONS ... continued

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 22 Recruitment	JAN 01 2014	✓
SECTION 23 Recruitment, Assessment or Selection Process	JAN 01 2014	✓ ✓
SECTION 24 Notice to Successful Applicants	JAN 01 2014	✓
SECTION 25 Informing Employees of Supports	JAN 01 2014	✓ ✓




WHAT NEEDS TO BE DONE		ACTION
22	Notify employees and the public about the availability of accommodation for applicants with disabilities during the recruitment process.	Peel Police Human Resources Bureau provides information to members and the public regarding our ability to accommodate persons with disabilities, which enables them to participate in the recruitment process. This information is available on both the Peel Police internal intranet site and the external website.
23 (1)	During the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or processes to be used.	Applicants to Peel 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.
23 (2)	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.	Suitable accommodation will be provided to the applicant, taking into account their disability.
24	When making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities.	Peel Police Human Resources provide all successful applicants with information regarding accommodation for employees with disabilities.
25 (1)	Inform employees of its policies which support anyone with disabilities, including, policies regarding job accommodations that take into account an employee's accessibility needs due to disability.	As part of orientation on the first day of employment, new employees are informed of our policy to accommodate accessibility needs. This information is also available in the Accommodation of Needs of Disabled Members directive.
25 (2)	Provide the information required to new employees as soon as practicable after they begin employment.	Within the first week of employment, members are required to complete AODA training regarding customer service as outlined in the Peel Police directive. Customer Service Standard under the AODA.
25 (3)	Provide updated information to its employees when 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.	All members are informed of any revisions to existing policies.

PART III EMPLOYMENT

SECTION	IMPLEMENTATION DATE	STATUS
<p>SECTION 26 Accessible Formats & Communication Supports For Employees</p>	<p>JAN 01 2014</p>	<p>✓ ✓</p>
<p>SECTION 27 Workplace Emergency Response Information</p>	<p>JAN 01 2012</p>	<p>✓</p>

WHAT NEEDS TO BE DONE	ACTION
<p>26 (1) When an employee with a disability requests, employers shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for:</p> <ul style="list-style-type: none"> - information that is needed in order to perform the employee’s job. - information that is generally available to employees in the workplace. 	<p>Accessible formats and communication supports are provided to all members upon request, in a manner which addresses their disability.</p>
<p>26 (2) Consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>Accessible formats and communication supports are provided to all members upon request, in a timely manner which suits their needs.</p>
<p>27 (1) Provide individualized workplace emergency response information to employees who have a disability, if the disability requires such a response. This is required as soon as the employer becomes aware of the need for accommodation due to the employee’s disability.</p>	<p>Upon receipt of information regarding accommodation needs in an emergency response situation, Peel Police Human Resources provides an emergency response plan for our members.</p>
<p>27 (2) Provide workplace emergency response information to the designated person who will provide assistance.</p>	<p>The emergency response information includes a designated employee who will provide assistance to the accommodated member in an emergency.</p>
<p>27 (3) Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p>	<p>The accommodated member is informed of their designated support person and has input into this process.</p>
<p>27 (4) Review the individualized workplace emergency response information:</p> <ul style="list-style-type: none"> - when the employee moves to a different location in the organization. - when the employee’s overall accommodations needs or plans are reviewed. - when the employer reviews its general emergency response policies. 	<p>The workplace emergency response plan is reviewed:</p> <ul style="list-style-type: none"> - annually. - upon the transfer of the member. - if there are changes to the members needs. - during policy review.

PART III **EMPLOYMENT** ... continued

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 28 Documented Individual Accommodation	JAN 01 2014	  

WHAT NEEDS TO BE DONE	ACTION
<p>28 (1) Develop a written process for the development of documented individual accommodation plans for employees with disabilities.</p>	<p>The Accommodation of Needs of Disabled Members directive outlines the necessity of accommodating persons with disabilities in the workplace.</p>
<p>28 (2) 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.</p>	<p>The directive outlines the responsibility of the Peel Police regarding the development of an accommodation plan for the member.</p> <p>The directive includes that the employee has the right to input along with the Peel Regional Police Association, medical practitioners and other experts, in a format that accommodates their disability.</p>
<p>28 (3) Individual accommodation plans shall:</p> <ul style="list-style-type: none"> - if requested, include any information regarding accessible formats and communications supports which need to be provided. - include individualized workplace emergency response information. - identify any other accommodation that is to be provided. 	<p>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.</p> <p>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.</p>

PART III **EMPLOYMENT** ... continued

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 29 Return to Work Process	JAN 01 2014	   
SECTION 30 Performance Management	JAN 01 2014	ONGOING

WHAT NEEDS TO BE DONE	ACTION
<p>29 (1)(a) Develop and have in place a return to work process for its employees who have been absent from work due to a disability and require disability related accommodations, in order to return to work.</p>	<p>The Accommodation of Needs of Disabled Members directive outlines the responsibility and process of the Peel Police to accommodate the return to work process for members.</p> <p>Peel Police Human Resources ensures that documentation pertaining to the return to work process for the member is completed and the member, their medical practitioners, W.S.I.B., etc. are kept up-to-date on the members progress.</p>
<p>29 (1)(b) Document the process.</p>	<p>To facilitate the return to work of members who are absent because of a disability, Peel Police works with the recommendations or requirements of the medical practitioner. Peel Police uses individual accommodation plans to ensure the member’s accommodation needs are met.</p>
<p>29 (2) The return to work process will:</p> <ul style="list-style-type: none"> - outline the steps the employer will take to facilitate the return to work of employees who, because of their disability and were required to be absent from work. - Use documented individual accommodation plans. 	<p>All return to work correspondence sent to a member’s medical practitioner, W.S.I.B. etc. identifies the willingness of Peel Police to accommodate the member, based on their specific needs.</p> <p>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.</p>
<p>29 (3) The return to work process referenced in this section does not replace or override any other return to work process created by any other statute or legislation.</p>	<p>Peel Police adheres to other statutes and legislation which direct the back to work process.</p>
<p>30 (1) An employer that uses performance management systems with their employees shall take into account the accessibility needs of employees with disabilities, as well as the individual accommodation plans, when using its performance management process with respect to employees with disabilities.</p>	<p>The requirements under this section are being reviewed by Peel Police Human Resources for the best possible solutions and a process will be implemented prior to the compliance date of January 1, 2014.</p>

PART III **EMPLOYMENT** ... continued

SECTION	IMPLEMENTATION DATE	STATUS
SECTION 31 Career Development & Advancement	JAN 01 2014	ONGOING
SECTION 32 Redeployment	JAN 01 2014	ONGOING

WHAT NEEDS TO BE DONE	ACTION
<p>31 An employer that provides career development and advancement to its employees 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 its employees with disabilities.</p>	<p>All positions are posted and filled through a job competition, which includes the provision of suitable accommodations being made available to candidates with a disability.</p>
<p>32 An employer that uses redeployment shall take into account the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying employees with disabilities.</p>	<p>Peel Police Human Resources take 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.</p>

POLICE FACILITIES

HEADQUARTERS	7750 Hurontario Street, Brampton	905-453-3311
EMIL V. KOLB CENTRE FOR POLICE EXCELLENCE	180 Derry Road E, Mississauga	905-453-3311
FIELD & OPERATIONS SUPPORT	180 Derry Road E, Mississauga	905-453-3311
MATERIALS MANAGEMENT CENTRE	25 Wilkinson Road, Brampton.....	905-453-3311
11 DIVISION	3030 Erin Mills Parkway, Mississauga.....	905-453-3311
MEADOWVALE Community Station.....	MEADOWVALE TOWN CENTRE	905-858-5970
	6677 Meadowvale Town Centre Circle, Mississauga	
12 DIVISION	4600 Dixie Road, Mississauga	905-453-3311
SQUARE ONE Community Station	100 City Centre Drive, Mississauga	905-456-5839
21 DIVISION	10 Peel Centre Drive, Brampton	905-453-3311
MALTON Community Station	WESTWOOD MALL.....	905-677-3534
	7205 Goreway Drive, Brampton	
22 DIVISION	7750 Hurontario Street, Brampton	905-453-3311
CASSIE CAMPBELL Community Station	1050 Sandalwood Parkway West, Brampton	905-456-6143
AIRPORT DIVISION	2951 Convair Drive, Mississauga.....	905-453-3311

COMMUNITY STATION – a smaller police facility strategically located in the community it serves. It provides a central location for police and residents to work together, solving problems of mutual concern, dispensing a wide variety of information and advice to the public. Each station is tailored to reflect the individuality and uniqueness of the community in which it is located.

CONTACT INFORMATION

EMERGENCY	9-1-1
NON-Emergency	905-453-3311
NON-Emergency (If You Know The Extension Number)	905-453-2121
Website	www.peelpolice.ca
Twitter	@peelpolicemedia

REPORT PREPARED BY

CORPORATE SERVICES

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