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PEEL REGIONAL POLICE

Working it out together ...

**ACCESSIBILITY FOR ONTARIANS
WITH DISABILITIES ACT**

**MULTI-YEAR PLAN
2013 – 2018**



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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MESSAGE FROM THE CHIEF

The Peel Regional Police vision of **"A Safer Community"** is based on the values of **trust, respect, understanding, safety and transparency**. Our police service works together with our community to provide a safe environment in which we live, work and visit. Our organizational values embrace the principles of dignity, independence, opportunity, integration and inclusion. While the goals and priorities outlined in this plan are primarily directed towards persons with disabilities, many of the achievements associated with accessibility will ultimately benefit all citizens. Our organization is committed to continuous feedback from both the community and our members and this input is vital for improving customer service.

Peel Police will continue to identify, remove and prevent barriers and provide services which are accessible to all persons as we work to remove barriers and improve service. This plan will highlight both the obligations and our accomplishments as we move forward in meeting the needs of all citizens in the future. I invite comments and suggestions on how the Peel Regional Police can improve service to the community.

A handwritten signature in black ink that reads "Jennifer Evans". The signature is fluid and cursive.

Jennifer Evans
CHIEF OF POLICE



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PEEL REGIONAL POLICE SERVICE

The Peel Regional Police provide police service to 1,265,000 people residing in the cities of Mississauga and Brampton as well as 30.4 million travelers who pass annually through Pearson International Airport.

The Peel Regional Police has a current complement of 1,937 officers and 840 civilian support staff. The second largest municipal police service in Ontario, the agency provides policing service from our Headquarters located in Brampton and our five Divisions; including one located at Pearson International Airport. In addition there are community stations strategically located throughout the Region to serve the public. The Emil V. Kolb Centre for Police Excellence facilitates our organization's specialized bureaus, including Crimes Against Persons, Commercial Auto Crime, Diversity Relations and Community Support, Emergency Support Services, Fraud, Homicide and Missing Persons, Major Collision, Major Drugs and Vice, Property Crimes and Robbery, Traffic Services, Special Victim's Unit and Street Crime/Gang Unit.



PEEL REGIONAL POLICE ACCESSIBILITY STATEMENT

*The 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 needs of the community we serve.*





ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT

The Accessibility for Ontarians with a Disability Act (AODA) was passed in 2005 with a goal of enhancing accessibility in the province and includes Ontario Regulation 191/11 which provides legislation to protect the rights of persons who have a disability.

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% 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 (AODA) 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.

- **Definition of Disability**

A disability is defined as any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and includes:

- diabetes
- epilepsy
- brain injury
- any degree of paralysis
- amputation
- lack of physical co-ordination
- blindness or visual impediment
- deafness or hearing impediment
- muteness or speech impediment
- physical reliance on a guide dog or other service animal
- reliance on a wheelchair or other remedial appliance or device

Accessibility For Ontarians With Disabilities Act

The definition also includes a condition or mental impairment or a developmental disability, learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language, mental disorder, or an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. This broad definition includes disabilities of varying severity, visible as well as non-visible disabilities, and disabilities of which the effects may come and go.

- **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.

The 5 standards within the legislation include:

- **Customer Service**
- **Information & Communication**
- **Employment**
- **Design of Public Spaces**
- **Transportation**



PART I

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 Policies, Procedures & Best Practices

Organizations shall develop, implement and maintain policies governing how it achieved 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.

The 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.

The 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

Accessibility For Ontarians With Disabilities Act

and citizens and make 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 is available on our website, in hard copy, or accessible format.

- **Section 5
Procuring & 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.

The 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.

The 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.

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. Click [Accessibility Feedback Form](#).

- **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.

The Peel Regional Police have 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.

The next 3 standards:

- **Information & Communication**
- **Employment**
- **Transportation**

have been combined into the Integrated Accessibility Standards Regulation (IASR). This regulation is now law and the requirements currently in regulation are being phased in between 2011 and 2021.

PART II

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.

- **Section 11
Feedback**

Organizations shall ensure that all processes for receiving and responding to feedback are accessible to everyone including people with disabilities.

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

- **Section 12
Accessible Formats & 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.

The 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 form for requesting documentation in an accessible format is being developed and will be made available in paper copy at all police facilities and posted on our website upon completion.

- **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.

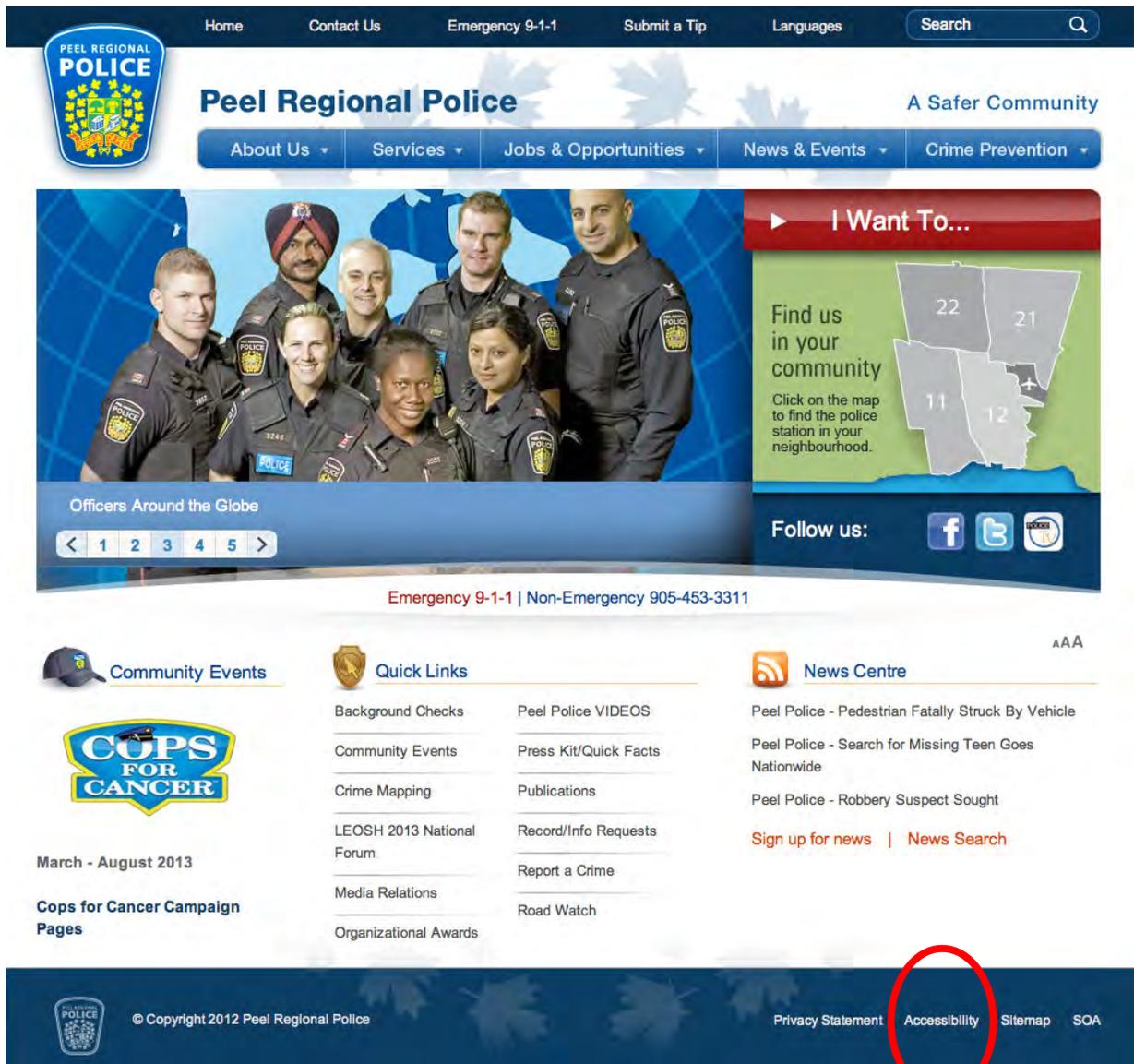
The cities of Brampton and Mississauga and the Region of Peel have accessible emergency plans available on their websites. All public safety material produced by the Peel Regional Police is available upon request in a format suitable to the needs of the person with a disability, within a reasonable time.

Accessibility For Ontarians With Disabilities Act

- Section 14
Accessible Website & Web Content

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 are compliant with the World Wide Consortium web content, and with the World Wide Consortium. Our Information and Technology Service will monitor any changes or suggestions to ensure we remain compliant.



PART III

EMPLOYMENT STANDARDS

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 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.

- **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.

Accessibility For Ontarians With Disabilities Act

- **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.

Organizations shall provide written notification to the public of the availability of accommodations for persons with disabilities, upon request, throughout the hiring process, including all employment postings, upon participation in the interview process and when an offer of employment is made.

The 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, which 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.

The Peel Regional Police, as part of their orientation on the first day, provide new employees 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 the Peel Regional Police Customer Service Standard under the AODA directive. All members are informed of any revisions to existing policies.

- **Section 26**
Accessible Formats & 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.

The Peel Regional Police provide accessible formats and communication supports to all members upon request, 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 the 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**
Individualized 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 plans shall, if requested, include any information regarding accessible formats and communications supports which need to be provided. The plan shall also include individualized workplace emergency response information and identify any other accommodation that is to be provided.

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 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 the 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.

Accessibility For Ontarians With Disabilities Act

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, 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 and all individualized plans when developing performance management documents, tools and resources.

The requirements under this section are being reviewed for the best possible solutions.

- **Section 31
Career Development & 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.

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.

- **Section 32
Redeployment**

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

The Peel Regional Police Human Resources Bureau 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.



PART IV TRANSPORTATION

Accessible Transportation Standards have been identified as crucial for persons with disabilities and apply to accessible public transportation.

The Peel Regional Police provide suitable accessible transportation to persons with a disability and have a standing agreement with the Region of Peel Wheel-Trans section.



PART V

DESIGN OF PUBLIC SPACES

An Accessibility Standard for the Design of Public Spaces (buildings and outdoor spaces) is in development and is part of the Integrated Accessibility Standards Regulation and is incorporated into the Building Code.

The Peel Regional Police strive to provide accessible public spaces, which meets the needs of persons who have a disability.



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 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 on an organizational priority basis.



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

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