

The title "2026 – 2030 ACCESSIBILITY PLAN" is centered within a large, dark teal diamond shape. The text is in a bold, white, sans-serif font. The background of the page features a geometric pattern of overlapping triangles in shades of teal, grey, and white.

This document is available in alternate formats upon request.

Please contact the Ottawa Police Service at 613-236-1222, ext. 5561

or by email at info@ottawapolice.ca

Land Acknowledgement

Odàwàng kì ombàkonigàde ega wikàd kà mìgiwàniwang Màmìwininì Aishinàbe-wakì.

Pimàdizìg Màmìwininì Anishinàbeg kàgigekamig kì abig ondaje àking.

Odanishinàbewiziwiniwà obimàdjiwowiniwà ogì nanegàdjichigàdànàwà nanàj ako nongom iyo abinàs.

Kichi Odenaw Odàwàng okikàdjiyàwàn pimàdizin Màmìwininì Anishinàben kaye okikàdjitònàwà iyo akì.

Ottawa is built on un-ceded Anishinabe Algonquin territory.

The peoples of the Anishinabe Algonquin Nation have lived on this territory for millennia. Their culture and presence have nurtured and continue to nurture this land.

The Ottawa Police Service honours the peoples and land of the Anishinabe Algonquin Nation.

The Ottawa Police Service honours all First Nations, Inuit and Métis peoples and their valuable past and present contributions to this land.



Image source:

<https://www.rcaanc-cirnac.gillustrations: an eagle representing First Nations, a narwhal representing Inuit, and a violin representing Métis. These illustrations are placed around the sun and surrounded by multicoloured smoke that represents Indigenous traditions, spirituality, inclusion and diversity.c.ca/eng/1100100013251/1534874002459>

Table of Contents

Statement of Commitment	4
Overview	4
About the Ottawa Police Service	4
Equity, Diversity, and Inclusion	5
Introduction	6
Background	6
Overview of the AODA	6
The Human Rights Code and the AODA Working Together	7
The Integrated Accessibility Standards	8
Table of Compliance and Action Plan	9
What's New?	9
Part 1 – General Standards	10
Part 2 – Information and Communications Standards	15
Part 3 – Employment Standards	20
Part 4 – Transportation Standards	30
Part 4.1 – Design of Public Spaces	30
Part 4.2 – Customer Service Standards	35
Summary	44
Monitoring and Reporting	45
Consultation	46
Feedback	46
More Information	46
Resources	47
Appendix A - Definitions	48

Statement of Commitment

The Ottawa Police Service (OPS or the Service) is committed to respecting the human rights of all individuals as protected in the Canadian Charter of Rights and Freedoms and the Ontario Human Rights Code (the Code). The OPS continually strives to ensure equitable treatment of all individuals, both in service delivery and within the OPS workplace. This includes ensuring accessible environments and meeting the accessibility requirements of persons with disabilities in a timely, respectful, and proactive manner. In support of this, the Service will provide equitable access to programs, services, communications, information, facilities, and employment opportunities provided by the OPS in a way that respects the dignity and independence of all individuals.

The Ottawa Police Service further strives to identify, prevent, and remove barriers to full equity and inclusion while providing services, information, and environments that are accessible to all persons in accordance with, and in an effort to exceed, the standards identified in the Accessibility for Ontarians with Disabilities Act (AODA) and the associated Integrated Accessibility Standards Regulation. The AODA is a provincial law aimed at making Ontario fully accessible and inclusive by developing, implementing, and enforcing defined accessibility standards.

Overview

About the Ottawa Police Service

The OPS provides policing services to one of the largest geographical areas of coverage for any municipal police service in Canada, nearly six times the size of the City of Toronto and about twice that of



comparable populations in Edmonton and Calgary. As both a public service provider and an employer of over 2,000 individuals, the OPS recognizes that respect for human rights is essential to our business activities and operations. As such, the Service is committed to upholding the fundamental rights of all persons as enshrined in various legislation by which it is governed, including but not limited to the Canadian Charter of Rights and Freedoms, the Ontario Human Rights Code, and the AODA. The OPS continues to focus on its identified strategic priorities, which include enhancing community safety, building trust through strong partnerships, and advancing and supporting a resilient and thriving workforce – all while strengthening the organization’s commitment to human rights through equity, diversity, and full inclusion.

Equity, Diversity, and Inclusion

With a population that now exceeds 1,000,000 people, Ottawa is a city rich in diversity and multiculturalism. As a public service organization, the OPS recognizes the important benefits of not only reflecting the diversity of the population it serves but also providing services and supporting environments that value and respond to the unique characteristics of the many communities within the National Capital Region. The OPS is committed to upholding human rights and the principles of equity, diversity, and inclusion (EDI) in all aspects of business. The Service also recognizes the need for an intersectional¹ approach to conducting business and serving Ottawa communities – an approach that considers the multicultural and multilingual characteristics that are intrinsic to the individuals and populations we serve, yet which may pose additional barriers to accessibility. The OPS is on a journey of organizational change to improve service response and internal culture through multiple efforts (please refer to the [2023-2027 DRIVE² Strategy](#) on our website for additional information).

¹ Per the [Ontario Human Rights Commission](#): “Discrimination may be unique or distinct when it occurs based on two or more *Code* grounds. Such discrimination is said to be “intersectional.” The concept of intersectional discrimination recognizes that people’s lives involve multiple interrelated identities, and that marginalization and exclusion based on *Code* grounds may exist because of how these identities intersect.”

Introduction

The AODA was enacted in 2005 to lead Ontario in the creation of a more inclusive and accessible environment for individuals with disabilities. The Act's associated Integrated Accessibility Standards Regulation (O. Reg. 191/11) sets the standards by which to achieve this environment, specifically with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises. The standards mandate organizations in both the private and public sectors to meet established requirements by specific timelines, with the goal of attaining full accessibility.

The Integrated Accessibility Standards Regulation (IASR) of the AODA identifies specific requirements that organizations including the Ottawa Police Service are legislated to meet to ensure a more accessible environment for Ontarians. The Service's 2026-2030 Accessibility Plan identifies OPS initiatives in this regard. The plan is under the purview of the Service's EDI Unit who will ensure the plan is reviewed and updated at least once every five years. The organization also submits reports to the Ministry for Seniors and Accessibility every two years to confirm we are meeting the accessibility standards. The 2026-2030 Accessibility Plan also provides information on how the OPS will continue to prevent and remove barriers to accessibility and meet its obligations under the AODA and the IASR.

Background

Overview of the AODA

The AODA became law on June 13, 2005, and applies to every person and every organization in Ontario. The purpose of the AODA is to benefit all Ontarians by developing, implementing, and enforcing accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, services, facilities, accommodation, employment, buildings, structures, and premises on or before January 1, 2025. The AODA

also focuses on providing for the involvement of persons with disabilities, the Government of Ontario, and representatives of industries and of various sectors of the economy in the development of accessibility standards.

Every person or organization in the public and private sectors of the Province of Ontario, including the Legislative Assembly of Ontario, must comply with this legislation. Based on the 2001 Ontarians with Disabilities Act, the AODA elaborated on the commitments of its predecessor with mandatory standards, making Ontario the first province to enact such ground-breaking legislation. Accessibility standards provided for in the AODA are further elaborated in Ontario Regulation 191/11, the IASR, and remain in effect.

The Ontario Human Rights Code and the AODA Working Together

The Ontario Human Rights Code (the Code) and the AODA work together in various ways to promote and support equity, inclusion, and accessibility. The Code is quasi-constitutional² human rights legislation that provides all individuals in Ontario protection of fundamental rights, equitable opportunity, and freedom from discrimination with respect to 17 protected grounds including the protected ground of Disability. The Code applies to various social areas, including both service delivery and employment, and requires organizations to address systemic barriers. The Code also establishes a Duty to Accommodate for employers and service providers, among others, to provide accommodations for needs related to a Code protected ground up to the point of undue hardship³.

The AODA works with the Code to support the protected ground of Disability by ensuring that goods, services, facilities, accommodation, employment, buildings, structures, and premises are accessible to persons with disabilities.

² The Supreme Court of Canada has said that human rights legislation such as the *Code* is “quasi-constitutional.” You must comply with it before other laws, unless there is a specific exception. <https://www3.ohrc.on.ca/en/human-rights-and-policing-creating-and-sustaining-organizational-change/4-human-rights>

³ Undue hardship: Under the Code and [Ontario Human Rights Commission policy](#), an employer or service provider needs to prove undue hardship based on three factors: cost; outside sources of funding, if any; and health and safety requirements, if any. This is a very high standard. For example, saying that “cost is not in the budget” would not meet the standard.

The Code and the AODA are both provincial laws, and both use the same definition of disability. However, the Code has primacy due to its quasi-constitutional status, meaning that it overrides the AODA and other provincial laws when there is a conflict. Additionally, the AODA states that if there is a conflict between it and any other Act or regulation, the law offering the higher level of accessibility comes first. The human rights principles of the Code help to inform and guide how AODA associated standards are to be met.

The Integrated Accessibility Standards (Ontario Regulation 191/11)

The Integrated Accessibility Standards Regulation (IASR) establishes accessibility standards in key areas of daily life, including information and communications, employment, transportation, design of public spaces, and customer service. The Regulation applies to the Government of Ontario, the Legislative Assembly, every designated public sector organization, and to every other person or organization that (i) provides goods, services, or facilities to the public or other third parties, and (ii) has at least one employee in Ontario (except as otherwise provided in the Regulation).

The Regulation and associated accessibility standards mandate how organizations must remove and prevent barriers for people with disabilities. In addition to some general standards (establishment of accessibility policies; accessibility plans; procuring goods, services, or facilities; self-serve kiosks; and training), there are five standards covering the following key areas of daily life:

1. The Information and Communications Standards
2. The Employment Standards
3. The Transportation Standards
4. The Design of Public Spaces Standards
5. The Customer Service Standards

The standards require organizations to create policies and practices that identify, remove, and prevent barriers for people with disabilities. These barriers may impact how people

access their services, buildings, or employment, etc. The standards also specify the kinds of organizations or sectors of the economy that must follow each standard. For instance, some standards have rules that apply only to public sector organizations or private businesses with fifty or more workers. In addition, some organizations must adhere to more than one standard. The standards also provide deadlines for the organizations that must follow the particular standard.

The following table outlines the standards that govern Ottawa Police Service requirements under the AODA and IASR, along with any associated deadlines for compliance, and actions taken or planned by the OPS to meet and/or exceed each applicable standard.

Table of Compliance and Action Plan⁴

What's New?

As we continue to maintain IASR standards, our 2026-2030 plan includes additional action items to improve accessibility at OPS (items marked with a circle as opposed to a checkmark in the "Actions" column of the following Table of Compliance). We've also added internal directorates responsible for implementation of the action items and a timeframe for completion.

In addition to these actions, throughout the timeframe of this plan we intend to:

- apply an intersectional lens to our policies, communications, training, etc. that takes into consideration the multicultural and multilinguistic dimensions of Ottawa communities,
- review human rights and EDI-related training for OPS members which includes training on AODA requirements and the importance of accessibility across OPS programs, services, facilities, employment, and communications,
- review accessibility and accommodations related processes and practices as part of our Employment Systems Review (ESR),

⁴ Action items marked with a checkmark indicate action already completed and/or ongoing, while action items marked in bulleted form indicate actions underway or to be completed during the course of this plan.

- build a measurement framework to assess accessibility to OPS services, communications, employment practices, etc.; and,
- continue to advance our EDI initiatives and update our EDI and Engagement Lens to better incorporate accessibility-related considerations into OPS processes and practices, in a manner that facilitates implementation and better serves Ottawa communities.

Integrated Accessibility Standards Regulation, Part I – General Standards

Note: Items listed with a “o” in the “Actions” column denote new items for the 2026-2030 timeframe.

Requirement	Due Date	Actions	Responsible Directorate
<p>Section 3 - Establishment of Accessibility Policies</p> <p>Develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation.</p> <p>Include a statement of organizational commitment to meet the accessibility needs of persons with disabilities in a timely manner in their policies.</p> <p>Prepare one or more documents describing the policies developed under this section of the Regulation; make the</p>	01Jan13	<ul style="list-style-type: none"> ✓ Incorporate the Standard into an OPS Accessibility Policy. ✓ Develop OPS Accessibility Commitment Statement. ✓ Identification of alternate accessible format options. ✓ Develop and document a procedure for obtaining accessible formats and communication supports. ✓ Provide OPS Accessibility Policy in Accessible Format upon request. 	Training, Equity, & Development – Equity, Diversity, and Inclusion (EDI) Unit

<p>Section 4 - Accessibility Plans</p> <p>Establish, implement, maintain and document a multi-year accessibility plan, which outlines the organization’s strategy to prevent and remove barriers and meet its requirements under this Regulation.</p> <p>Post the accessibility plan on their website, if any, provide the plan in an accessible format upon request; and review and update the accessibility plan at least once every five years.</p>	<p>01Jan13</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Development of a Multi-Year Accessibility Plan. ✓ Highlight accomplishments to date and steps to improve current accessibility barriers. ✓ Identify Accessibility Program Owner to update the Multi-Year Accessibility Plan at least once every five years. ✓ Post the Multi-Year Accessibility Plan on Website. ✓ Ensure availability in Accessible Format. 	<p>Training, Equity, & Development – EDI Unit</p>
<p>Section 5 - Procuring or acquiring goods, services or facilities</p> <p>Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so.</p>	<p>01Jan13</p> <p>31Dec26</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ○ Explore the feasibility of incorporating the Standard into procurement processes/practices. 	<p>Training, Equity, & Development – EDI Unit</p> <p>Financial Services – Financial Planning</p>

<p>to in the IASR and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to: all employees, and volunteers; all persons who participate in developing the organization’s policies; and all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>The training shall be appropriate to the duties of the employees, volunteers and other persons, and all persons are trained as soon as practicable.</p> <p>Provide training in respect of any changes to accessibility-related policies on an ongoing basis.</p> <p>Keep a record of the training including the dates on which the training is provided and the number of individuals to whom it is provided.</p>	<p>2026-2027</p>	<p>employees – accessibility standards and Human Rights Code.</p> <ul style="list-style-type: none"> ✓ Assess current training modules and delivery mechanisms. ✓ Develop and document training materials, ensure training is appropriate to duties. ✓ Identify rollout of training requirements for employees and volunteers. ✓ Document and track training by date and participants. ✓ Maintain a training record database. ✓ Develop a maintenance schedule for training materials. ✓ Identify owner of training records. <ul style="list-style-type: none"> ○ Provide training on updated Accessibility and Accommodations policies. 	<p>Professional Development</p> <p>Training, Equity, & Development – EDI Unit</p>
---	------------------	--	---

	2026-2027	<ul style="list-style-type: none"> ○ Review human rights and EDI-related training materials to incorporate an intersectional approach that considers the multicultural and multilinguistic dimensions of Ottawa communities, as well as adaptive response/communications. 	
	31Dec26	<ul style="list-style-type: none"> ○ Explore the feasibility of refresher human-rights related training every two years. 	

Integrated Accessibility Standards, Part II – Information and Communications Standards

Requirement	Due Date	Actions	Responsible Directorate
<p>Section 11 – <u>Feedback</u></p> <p>Ensure that feedback processes are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports, upon request.</p>	01Jan14	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Identify feedback procedures and publish that they are available in accessible formats. 	<p>Training, Equity, & Development – EDI Unit</p> <p>Strategy & Communication</p>

<p>Notify the public about the availability of accessible formats and communication supports.</p>	<p>2026 through 2030</p>	<p>how to create accessible PDFs, Microsoft Word documents, and presentations.</p> <ul style="list-style-type: none"> ○ Ensure public communications with respect to accessible formats and communication supports are available in both official languages. 	<p>Strategy & Communication</p>
<p>Section 13 - Emergency Procedure, Plans or Public Safety Information</p> <p>If an obligated organization prepares emergency procedures, plans or public safety information and makes the information available to the public, the obligated organization shall provide the information in an accessible format or with appropriate communication supports, as soon as practicable, upon request.</p>	<p>01Jan12</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Ensure website information on emergency procedures, plans, or public safety is accessible. ✓ Identify an inventory of any emergency procedures, plans or public safety information that is available to the public. ✓ Use procedure for obtaining accessible formats and communication supports to provide emergency procedures, plans or public 	<p>Training, Equity, & Development – EDI Unit</p> <p>Strategy & Communication</p>

	2026 through 2030	<p>safety information to the public in accessible formats or with appropriate communication supports upon request.</p> <ul style="list-style-type: none"> ○ Ensure public communications with respect to emergency procedures, plans or public safety information are available in both official languages. 	
<p>Section 14 - Accessible Websites and Web Content</p> <p>Make internet websites 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.</p>	<p>01Jan14 (Level A)</p> <p>01 Jan 21 (Level AA)</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Ensure OPS Website conforms to WCAG 2.0 Level A and WCAG 2.0 Level AA. ✓ Develop and document a procedure for Accessible Web Publishing to ensure website conforms to AODA requirements. ✓ Ensure all sites and postings conform to the guidelines where applicable. 	<p>Training, Equity, & Development – EDI Unit</p> <p>Strategy & Communication</p>

	2026 through 2030	<ul style="list-style-type: none"> ✓ Provide Accessible Format Training for staff involved in website content and publishing. ✓ Inform employees and the public about the availability of information in accessible formats or with communication supports upon request. ○ Ensure accessibility-related web content is provided in both official languages. 	
--	-------------------	--	--

NOTE: The information and communications standards do not apply to unconvertible information or communications, and information that the organization does not control directly or indirectly through a contractual relationship. If it is determined that information or communications are unconvertible, the organization shall provide the person requesting the information or communication with an explanation as to why the information or communications are unconvertible, and a summary of the unconvertible information or communications. Under Section 9 of the IASR, information or communications are unconvertible if it is not technically feasible to convert the information or communications, or if the technology to convert the information or communications is not readily available.

<p>During a recruitment process, notify job applicants, when they are individually selected to participate in an assessment or selection process, that accommodations are available upon request in relation to the materials or processes to be used.</p> <p>If a selected applicant requests an accommodation, consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant’s accessibility needs due to disability.</p>	<p>31Dec26</p> <p>31Dec26</p>	<ul style="list-style-type: none"> ✓ Ensure documented information is included in internal and external job postings. ✓ Ensure documented information is included in application process to applicant. ✓ Ensure requirements are built into internal and external recruitment, assessment, and selection processes. ✓ Suitable accommodation to be provided upon consultation with the applicant based on needs as related to the protected ground of Disability. <ul style="list-style-type: none"> ○ Ensure teams providing accommodations have taken AODA and human rights training. ○ Explore potential AODA refresher training every two years. 	<p>Human Resources</p> <p>Training, Equity, & Development – Professional Development</p> <p>Training, Equity, & Development – EDI Unit</p>
---	-------------------------------	--	--

<p>Section 24 – Notice to Successful Applicants</p> <p>When making offers of employment, notify the successful applicant of policies for accommodating employees with disabilities.</p>	<p>01Jan14</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Ensure Accessibility Policy and Accommodations Policy are included in materials provided to successful applicants. ✓ Include information in offer of employment. 	<p>Training, Equity, & Development – EDI Unit</p> <p>Human Resources</p>
<p>Section 25 - Informing Employees of Supports</p> <p>Inform employees of 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.</p> <p>Provide information to new employees as soon as practicable after they begin their employment.</p> <p>Provide employees with updated information whenever</p>	<p>01Jan14</p> <p>2026 - 2027</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy and inform employees of policies used to support employees with disabilities. ✓ Ensure Accessibility Policy and Accommodations Policy communications are provided to new employees. ○ Provide employees with updated information whenever there is a 	<p>Training, Equity, & Development – EDI Unit</p> <p>Human Resources</p> <p>Training, Equity, & Development – EDI Unit</p>

<p>there is a change to existing policies on the provision of job accommodations that take into account an employee’s accessibility needs due to disability.</p>		<p>change to existing accessibility-related policies.</p>	
<p>Section 26 - Accessible Formats and Communication Supports for Employees</p> <p>Where an employee with a disability so requests it, every employer shall consult with the employee to provide or arrange for the provision of accessible formats and communication supports for information that is needed in order to perform the employee’s job, and information that is generally available to employees in the workplace. The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	<p>01Jan14</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Identification of alternate accessible formats options. ✓ Develop and document a procedure for obtaining accessible formats and communication supports. ✓ Incorporate the requirements into the Accommodations Policy. ✓ Inform employees about the availability of information in accessible formats or with communication supports upon request. 	<p>Training, Equity, & Development – EDI Unit</p>
<p>Section 27 - Workplace Emergency Response Information</p>	<p>01Jan12</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Incorporate the Standard 	<p>Training, Equity, & Development – EDI Unit</p>

<p>Provide individualized workplace emergency response information to employees with disabilities, 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.</p> <p>If the employee requires assistance, with the employee’s consent, provide the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>Provide the information as soon as practicable after the employer becomes aware of the need for accommodation due to the employee’s disability.</p> <p>Review the individualized workplace emergency response information when:</p> <p>the employee moves to a different location in the organization;</p> <p>the employee’s overall accommodations needs or plans are reviewed; and</p> <p>the employer reviews its general emergency response policies.</p>		<p>into Accommodations Policy.</p> <ul style="list-style-type: none"> ✓ Develop Workplace Emergency Response Information for Employees and a Manager’s Workplace Emergency Response Information Guide. 	<p>Human Resources – Wellness & Safety</p>
--	--	---	--

<p>achieved and, if so, how accommodation can be achieved.</p> <p>4. The manner in which the employee can request the participation of a representative from their bargaining agent, where the employee is represented by a 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.</p> <p>5. The steps taken to protect the privacy of the employee's personal information.</p> <p>6. The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done.</p> <p>7. If an individual accommodation plan is denied, the manner in which the reasons for the denial will be provided to the employee.</p> <p>8. The means of providing the individual accommodation plan in a format that takes into</p>			
---	--	--	--

<p>account the employee's accessibility needs due to disability.</p> <p>Individual accommodation plans shall,</p> <p>(a) if requested, include any information regarding accessible formats and communications supports provided, as described in section 26;</p> <p>(b) if required, include individualized workplace emergency response information, as described in section 27; and</p> <p>(c) identify any other accommodation that is to be provided.</p>			
<p>Section 29 – Return-to-Work Process</p> <p>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, and document the process.</p>	<p>01Jan14</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Incorporate the requirements into the Accommodations Policy. ✓ Ensure a documented return to work process for employees who have been absent from work 	<p>Training, Equity, & Development – EDI Unit</p> <p>Human Resources – Wellness & Safety</p>

<p>The return-to-work process shall outline the steps the employer will take to facilitate the return to work of employees who were absent because their disability required them to be away from work; and use documented individual accommodation plans, as described in section 28, as part of the process.</p>		<p>due to a disability and require disability-related accommodations in order to return to work.</p> <ul style="list-style-type: none"> ✓ Ensure accessible to all employees. ✓ Notify employees of any changes. 	
<p>Section 30 - Performance Management</p> <p>An employer that uses performance management in respect of its employees shall 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.</p>	<p>01Jan14</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Ensure accessible to all employees. ✓ Notify employees of any changes. ✓ Ensure Performance Management tools can be provided in an accessible format or with communications supports. ✓ Incorporate the Standard into OPS Performance Management Policy. 	<p>Training, Equity, & Development – EDI Unit</p> <p>Training, Equity, & Development – Talent Development & Performance Management</p>

<p>Section 31 - Career Development and Advancement</p> <p>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>01Jan14</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Incorporate requirement into Accommodations Policy. ✓ Ensure career development and advancement are accessible to all employees. ✓ Notify employees of any changes. 	<p>Training, Equity & Development – EDI Unit</p> <p>Training, Equity & Development – Talent Development & Performance Management</p>
<p>Section 32 - Redeployment</p> <p>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>01Jan14</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Incorporate requirement into Accommodations Policy. ✓ Ensure accessible to all employees. ✓ Notify employees of any changes. 	<p>Training, Equity & Development – EDI Unit</p> <p>Human Resources</p>

		<ul style="list-style-type: none"> ✓ Develop and document a Temporary Disruption Procedure. ✓ Ensure that OPS complies with AODA Design of Public Spaces Standards and the City of Ottawa’s Accessibility Design Standards when undertaking new construction and redevelopment of public spaces as outlined in the Standard and using a human rights intersectional lens. ✓ Ensure accessible to all employees. ✓ Notify employees of any changes. ✓ Yearly inspection of public spaces. 	
<p>Section 80.32-38 - Accessible parking (off-street)</p> <p>Ensure that when constructing new or redeveloping off-street parking facilities, the off-street</p>	01Jan16	<ul style="list-style-type: none"> ✓ Incorporate the Standard into existing relevant policies, processes, practices. 	Financial Services - Facilities

<p>parking facilities meet the requirements set out in IASR Part IV.1 Accessible Parking section (does not apply to off-street parking facilities that are used exclusively for law enforcement vehicles).</p>			
<p>Section 80.40-43 - Obtaining Services (newly constructed service counters and fixed queuing guides, and newly constructed or redeveloped waiting areas)</p> <p>When constructing new service counters, which includes replacing existing service counters, the following requirements must be met:</p> <ol style="list-style-type: none"> 1. There must be at a minimum one service counter that accommodates a mobility aid for each type of service provided and the accessible service counter must be clearly identified with signage, where there are multiple queuing lines and service counters. 2. Each service counter must 	<p>01Jan16</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into existing relevant policies, processes, practices. ✓ Review and update current procedures to make sure accessibility requirements of the Design of Public Spaces Standards are applied where applicable, to new or redeveloped projects. ✓ Ensure OPS complies with AODA Design of Public Spaces Standards and City of Ottawa Accessibility Design Standards when undertaking new construction and redevelopment of public spaces per the Standard. 	<p>Financial Services - Facilities</p>

<p>accommodate a mobility aid, where a single queuing line serves a single or multiple counters.</p> <p>The countertop height must be such that it is usable by a person seated in a mobility aid, there must be sufficient knee clearance for a person seated in a mobility aid, where a forward approach to the counter is required, and the floor space in front of the counter must be sufficiently clear so as to accommodate a mobility aid.</p> <p>When constructing new fixed queuing guides, the following requirements must be met:</p> <ol style="list-style-type: none"> 1. The fixed queuing guides must provide sufficient width to allow for the passage of mobility aids and mobility assistive devices. 2. The fixed queuing guides must have sufficiently clear floor area to permit mobility aids to turn where queuing lines change direction. 3. The fixed queuing guides 			
--	--	--	--

<p>must be cane detectable.</p> <p>When constructing a new waiting area or redeveloping an existing waiting area, where the seating is fixed to the floor, a minimum of three per cent of the new seating must be accessible, but in no case shall there be fewer than one accessible seating space.</p>			
<p>Section 80.44 - Maintenance</p> <p>Ensure procedures exist for preventative and emergency maintenance of the accessible elements in public spaces, as well as procedures for dealing with temporary disruptions when accessible elements are not in working order.</p>	01Jan16	<ul style="list-style-type: none"> ✓ Incorporate the Standard into existing relevant policies, processes, practices. ✓ Develop and document procedures for preventative and emergency maintenance of accessible elements in public spaces. ✓ Develop and document a Temporary Disruption Procedure. 	Financial Services - Facilities

<p>temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from the goods, services or facilities.</p> <p>3. Persons with disabilities must be given an opportunity equal to that given to others to obtain, use and benefit from the goods, services or facilities.</p> <p>4. When communicating with a person with a disability, the provider shall do so in a manner that takes into account the person’s disability</p> <p>The policies must address the use of assistive devices by persons with disabilities to obtain, use or benefit from the goods, services or facilities or with the availability of other measures, if any, which enable them to do so.</p> <p>Prepare one or more documents describing the policies established under this section and, on request, shall give a copy of any such document to any person, and notify persons</p>			
--	--	--	--

<p>accessing goods, services or facilities that the documents are available on request (may be given by posting the information at a conspicuous place on premises).</p>			
<p>Section 80.47 – Use of Service Animals and Support Persons</p> <p>If a person with a disability is accompanied by a guide dog or other service animal, ensure that the person is permitted to enter the premises with the animal and to keep the animal with them, unless the animal is otherwise excluded by law from the premises.</p> <p>If a person with a disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on the premises.</p> <p>The provider may require a person with a disability to be accompanied</p>	<p>01Jan10</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Incorporate the Standard into accessibility-related training. ✓ Integrate Standard into customer service, procurement, and facilities-related policies, procedures and/or practices. 	<p>Training, Equity & Development – EDI Unit</p> <p>Information – Customer Service and Financial Services – Financial Planning and Facilities</p>

<p>by a support person when on the premises, but only if, after consulting with the person with a disability and considering the available evidence, the provider determines that,</p> <ul style="list-style-type: none"> (a) a support person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises; and (b) there is no other reasonable way to protect the health or safety of the person with a disability and the health or safety of others on the premises. <p>Prepare one or more documents describing policies with respect to the matters governed by this section and, on request, give a copy of any such document to any person. Also notify persons that these documents are available on request (may be given by posting the information at a conspicuous place on premises).</p>			
---	--	--	--

<p>Section 80.48 – Notice of Temporary Disruption</p> <p>Give notice to the public of any temporary disruption of goods, services or facilities which have the potential to be accessed by persons with disabilities. Notice of the disruption must include the reason for the disruption, its anticipated duration and a description of alternative facilities or services, if any, that are available.</p> <p>Prepare a document setting out the steps to be taken in connection with a temporary disruption and, on request, give a copy of the document to any person. Notify persons accessing goods, services or facilities that the document is available on request (may be given by posting the information at a conspicuous place on premises).</p>	01Jan10	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Give notice to the public of any temporary disruption of goods, services or facilities which have the potential to be accessed by persons with disabilities. 	<p>Training, Equity, & Development – EDI Unit</p> <p>Information – Customer Service and Financial Services - Facilities</p>
<p>Section 80.49 Training for Staff</p> <p>In addition to the requirements in IASR Part 1 Section 7 (General Requirements - Training), ensure</p>	01Jan10	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Mandatory Training 	<p>Training, Equity, & Development – EDI Unit</p>

<p>that the following persons receive training about the provision of the provider’s goods, services or facilities to persons with disabilities:</p> <ol style="list-style-type: none"> 1. Every person who is an employee of, or a volunteer of the organization. 2. Every person who participates in developing policies. 3. Every other person who provides goods, services or facilities on behalf of the organization. <p>The training must include a review of the purposes of the Act and the requirements of IASR Part IV.2 and instruction about the following matters:</p> <ol style="list-style-type: none"> 1. How to interact and communicate with persons with various types of disability. 2. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog or other service animal or the assistance of a support person. 3. How to use equipment or 		<p>requirements for all employees – accessibility standards and Human Rights Code.</p> <ul style="list-style-type: none"> ✓ Assess current training modules and delivery mechanisms. ✓ Develop and document training materials, ensure training is appropriate to duties. ✓ Identify rollout of training requirements for employees and volunteers. ✓ Document and track training by date and participants. ✓ Maintain a training record database. ✓ Develop a maintenance schedule for training materials. ✓ Identify owner of training records. 	<p>Training, Equity, & Development – Professional Development</p>
---	--	--	---

<p>devices available on the provider's premises or otherwise provided by the provider that may help with the provision of goods, services or facilities to a person with a disability.</p> <p>4. What to do if a person with a particular type of disability is having difficulty accessing the provider's goods, services or facilities.</p> <p>Also provide training on an ongoing basis in respect of any changes to the policies, and keep records of the training provided.</p> <p>Prepare a document that describes the training policy, summarizes the content of the training and specifies when the training is to be provided; and on request, give a copy of the document to any person. Also notify persons accessing goods, services or facilities that the document is available on request (may be given by posting the information at a conspicuous place on premises).</p>			
--	--	--	--

<p>Section 80.50 – Feedback Process Required</p> <p>Establish a process for receiving and responding to feedback about,</p> <p>(a) the manner in which goods, services or facilities are provided to persons with disabilities; and</p> <p>(b) whether the feedback process complies with the requirement to ensure that the feedback process is accessible to persons with disabilities by providing, or arranging for the provision of, accessible formats and communication supports, on request.</p> <p>The feedback process must specify the actions that will be taken if a complaint is received about the manner in which goods, services or facilities are provided to persons with disabilities.</p> <p>Ensure that the feedback process is accessible to persons with disabilities by providing, or</p>	<p>01Jan10</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy. ✓ Ensure feedback process is available to the public as well as to employees. 	<p>Training, Equity, & Development – EDI Unit</p> <p>Strategy & Communication</p>
---	----------------	--	---

<p>arranging for the provision of, accessible formats and communication supports, on request.</p> <p>Make information about the feedback process readily available to the public. Also prepare a document describing the feedback process and, on request, give a copy of the document to any person. Notify persons accessing goods, services or facilities that the document is available on request (may be given by posting the information at a conspicuous place on premises).</p>			
---	--	--	--

If a provider is required by this Part to give a copy of a document to a person with a disability, the provider shall, on request, provide or arrange for the provision of the document, or the information contained in the document, to the person in an accessible format or with communication support,

- (a) in a timely manner that takes into account the person’s accessibility needs due to disability, and
- (b) at a cost that is no more than the regular cost charged to other persons.

The provider shall consult with the person making the request in determining the suitability of an accessible format or communication support.

Summary

The OPS will continue to ensure compliance and implement improvements aimed at ensuring programs, services, facilities, and communications are accessible and respect the dignity and independence of persons with disabilities.

The Service recognizes that the protected ground of Disability under the Human Rights Code envelops both visible and non-visible disabilities.

The OPS is an active member of the Ottawa Guiding Council for Mental Health and Addictions, and recently launched the Mental Health CHANGE Initiative (MCHI) which is focused on improving mental health crisis response in Ottawa. The MCHI was developed with the goal of identifying and addressing systemic gaps, coordinating efforts, and driving meaningful improvements.

Highlights from our 2020-2025 Accessibility Plan and related initiatives include the following:

- Revised plans and policies – In addition to development of the 2026-2030 Accessibility Plan, a revised and more expansive Workplace Accommodation Policy was implemented. Multiple other service- and employment-related policies were also reviewed with an EDI lens to ensure accessibility related considerations. Additionally, we'll be reintroducing a checklist for hosting accessible meetings and events as part of our EDI & Engagement Lens.
- Self-serve kiosks – We began working with a third-party service provider to improve accessibility of the self-serve kiosks at Collision Reporting Centres located within OPS facilities. The kiosks are currently at a fixed height and therefore not readily accessible to all individuals.

Along with development of the 2026-2030 Accessibility Plan and much needed policy updates, other initiatives for continuous improvement that are either underway or planned during the 2026-2030 timeframe include:

- Visor Cards – In 2026, a reminder of the Ontario Association of the Deaf (OAD) Visor Card Program will be shared with all OPS members. The OAD and the Ontario Provincial Police (OPP) introduced the program to make communication between Deaf or Hard of Hearing drivers and police officers safer, easier, and more effective. The Visor Card fits conveniently on a car's sun visor, making it easy to display during traffic stops. It allows drivers to quickly notify officers of their hearing needs and access clear communication instructions.
- Multi-language interpreting service – We introduced a new multi-language interpreting service which will be available to OPS members through various channels, including mobile app, video, and/or on the mobile workstations of patrol vehicles. The service will facilitate communication involving individuals of various languages including American Sign Language (ASL).

Please refer to DRIVE² Strategy updates on the [EDI page of our website](#) for progress on these and other relevant initiatives.

Monitoring and Reporting

The Ottawa Police Service will monitor and evaluate compliance with the AODA and IASR. The Accessibility Plan will be updated at least once every five years to reflect actions taken to improve accessibility. Additionally, the OPS will report annually to the Ottawa Police Service Board and biennially to the ministry responsible for ensuring an accessible Ontario.

Consultation

In development of the 2026-2030 Accessibility Plan, the Ottawa Police Service invited input from a wide range of interest holders, including the Community Equity Council (CEC) and additional key partners, as well as the community at large. Feedback received was incorporated into this version of the plan as was feasible. The Service notes that the 2026-2030 Accessibility Plan is an iterative document that can be refined and improved throughout the lifecycle of the document. As such, we continue to invite feedback from all individuals.

Feedback

We welcome your feedback. Please let us know what you think about our 2026-2030 Plan. To view this plan online, please visit the [Accessibility page of our website](#).

To request a copy of the plan in another format or to send us your comments or questions:

Email: Accessibility@ottawapolice.ca

Phone: 613-236-1222, extension 5616

TTY: 613-232-1123

Mail: Ottawa Police Service

Attention: Equity, Diversity, and Inclusion (EDI) Unit

P.O. Box 9634, Station T

Ottawa, ON

K1G 6H5

More Information

For questions related to this plan please contact the Ottawa Police Service EDI Unit at 613-232-1123, ext. 5616 or by email at EDI@ottawapolice.ca

Resources

[Accessibility for Ontarians with Disabilities Act](#)

[Integrated Accessibility Standards Regulation \(O. Reg. 191/11\)](#)

[Ontario Human Rights Code](#)

[Ottawa Police Service - Accessibility](#)

[Ottawa Police Service Board Accessibility Policy \(CR-14 & GA-14\)](#)

Appendix A - Definitions⁶

Accessible Formats - Accessible formats may include, but are not limited to, HTML and Microsoft Word, large print, recorded audio and electronic formats, braille, text transcripts of visual and audio information such a video transcript, and other formats usable by persons with disabilities.

Accessibility Standard - An accessibility standard is a rule that persons and organizations have to follow to identify, remove and prevent barriers.

American Sign Language (ASL) - Uses hand shapes, positions, facial expressions and body movements to convey meaning to people who are deaf or hard of hearing.

Assistive Device - Any auxiliary tool, aid, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting; assists in accessing goods, services or information and helps the person to maintain their independence. Examples include but are not limited to communication aids, cognition aids, personal mobility aids, and medical aids. Devices to help people – primarily people with disabilities – to perform a task. Examples are a wheelchair, personal oxygen tank, assistive listening device, electronic device with adaptive technology, or visible emergency alarm.

Barrier - Anything that prevents a person from fully taking part in all aspects of society, including physical, architectural, information or communications, attitudinal, economic and technological barriers, as well as policies or practices.

Braille - A tactile system of raised dots representing letters or a combination of letters, used by people who are blind or deafblind and produced using braille transcription software.

⁶ Definitions are sourced from the following: Ontario Human Rights Commission, Guide to the AODA, the IASR, or the Government of Ontario (refer to the Resources section under “More Information” above for links).

Training, Equity, and Development Branch – Equity, Diversity, and Inclusion (EDI) Unit - May 29, 2026

Captioning - Uses subtitles to convey the words spoken in a video. They usually appear on the bottom of the screen.

Communications - Means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

Communication Supports - May include but are not limited to, captioning, alternative and augmentative communication supports ((for example, the use of letter, word or picture boards, and reading devices that speak out loud to convey the information), plain language, sign language and other supports that facilitate effective communications (for example reading the written information aloud to the person directly, exchanging hand-written notes (or providing a note taker or communication assistant), assistive listening systems, and . repeating, clarifying or restating information).

Conversion ready - Means an electronic or digital format that facilitates conversion into an accessible format.

Digital Accessible Information System (DAISY) - An audio format for people who have trouble with print — including limited vision and learning disabilities like dyslexia. DAISY digital talking books are like audiobooks but include navigation features to help readers skip forward or back through the material.

Disability - The AODA uses the Ontario Human Rights Code definition of “disability” which is:

- (i) 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 coordination; 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,
- (ii) a condition of mental impairment or a developmental disability,
 - (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - (iv) a mental disorder, or
 - (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.

Disability itself is not a barrier, but barriers exist that can exclude people with disabilities. These include physical barriers, information and communication barriers, systemic barriers, or attitudinal barriers. Barriers to accessibility can prevent people with disabilities from fully taking part in the social and economic life of our communities.

Extranet website - Means a controlled extension of the intranet, or internal network of an organization to outside users over the Internet.

Information - Includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

Intranet website - Means an organization's internal website that is used to privately and securely share any part of the organization's information or operational systems within the organization and includes extranet websites.

Internet website - Means a collection of related web pages, images, videos or other digital assets that are addressed, relative to a common Uniform Resource Identifier (URI) and is accessible to the public.

Kiosk - Means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.

Mobility Aid - A device used to facilitate the transport, in a seated posture, of a person with a disability.

Mobility assistive device - Means a cane, walker or similar aid.

Obligated Organization - Means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization.

Performance management - Means activities related to assessing and improving employee performance, productivity and effectiveness, with the goal of facilitating employee success.

Redeployment - Means the re-assignment of employees to other departments or jobs within the organization as an alternative to layoff, when a particular job or department has been eliminated by the organization.

Regulations - A rule of a legal nature that the Cabinet, with approval of the Lieutenant Governor in Council, makes and approves under the power of the AODA. Regulations explain how the AODA is put into practice. Regulations also include more details about the Act. On the recommendation of the minister, the Lieutenant Governor in Council can make proposed accessibility standards into regulations.

Screen reader - A software that reads the text on a computer screen in a computerized voice, and it can also convert the text into braille. This software is commonly used by people who are blind or have sight loss. The information on screen must be formatted properly (in a structured electronic file) for the screen reader to recognize it.

Service Animal - An animal is a service animal for a person with a disability if,

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal, or
- (b) the person provides documentation from one of the following regulated health professionals confirming that the person requires the animal for reasons relating to the disability:
 - (i) A member of the College of Audiologists and Speech-Language Pathologists of Ontario.
 - (ii) A member of the College of Chiropractors of Ontario.
 - (iii) A member of the College of Nurses of Ontario.
 - (iv) A member of the College of Occupational Therapists of Ontario.
 - (v) A member of the College of Optometrists of Ontario.
 - (vi) A member of the College of Physicians and Surgeons of Ontario.
 - (vii) A member of the College of Physiotherapists of Ontario.
 - (viii) A member of the College of Psychologists of Ontario.
 - (ix) A member of the College of Registered Psychotherapists and Registered Mental Health Therapists of Ontario. O. Reg. 165/16, s. 16.

Structured electronic files - Include information about how elements of the document are formatted (for example, titles, section headings). They can be created using "styles" in most standard word processing programs. Documents created as structured electronic files are easier to convert to accessible formats, including braille, Digital Accessible Information Systems (DAISY) and web pages, and allow screen readers to navigate the information effectively.

Support Person - Means, in relation to a person with a disability, another person who accompanies the person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

Unconvertible - Information or communications are unconvertible if,

- (a) it is not technically feasible to convert the information or communications; or

(b) the technology to convert the information or communications is not readily available.

Undue hardship: Under the *Code* and Ontario Human Rights Commission policy, an employer or service provider needs to prove undue hardship based on three factors: cost; outside sources of funding, if any; and health and safety requirements, if any. This is a very high standard. For example, saying that “cost is not in the budget” would not meet the standard.

