

Ottawa Police Service
Multi-Year Accessibility Plan
2014-2021

Introduction

The Accessibility for Ontarians with Disabilities Act (AODA) 2005 was established to introduce standards to make various aspects of life in Ontario more accessible for persons with disabilities. Regulations made under this Act require small and large organizations in the private and public sectors to meet the developed standards with the goal of attaining accessibility by the year 2025.

The *Accessibility Standards for Customer Service* and the *Integrated Accessibility Standards Regulation* made under the AODA identify a number of requirements that the Ottawa Police Service is legislated to meet to assist the Service in becoming more accessible to persons with a disability. This plan is under the purview of the Ottawa Police Service's Corporate Communications Section who will ensure the plan is reviewed annually and updated once every five years.

The Accessibility Plan provides information on how the Service will prevent and remove barriers to accessibility and meet its obligations under the *Integrated Accessibility Standards Regulation*.

Statement of Commitment

The Ottawa Police Service is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable effort to provide equitable access to programs, services, goods and facilities provided by the Ottawa Police Service, in a way that respects a person's dignity and independence. The Ottawa Police Service respects the principles, dignity, independence, integration and equality of opportunity for all persons.

The Ottawa Police Service further strives to identify, prevent and remove barriers while providing services that are accessible to all persons in accordance with the standards identified in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), the associated regulations and the Ontario Human Rights Code.

Definitions

Accessible Formats - Formats that are an alternative to standard print and are accessible to people with disabilities. These may include large print, Braille, and audio electronic formats such as DVDs, CDs.

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.

Barrier - anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, or a policy or a practice.

Career development and advancement - providing additional responsibilities within an employee's current position and the movement of an employee from one job to another in an organization that may be higher in pay, provide greater responsibility or be at a higher level in the organization or any combination of them and, for both additional responsibilities and employee movement, is usually based on merit or seniority, or a combination of them.

Communications - the term communications as it is used in the Information and Communications Standard refers to the interaction between two or more people or entities when information is provided, sent or received.

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

Conversion ready - refers to an electronic or digital format that assists conversion into an accessible format such as Braille, large print, audio cassettes, CDs, DVDs, etc.

Customer - includes all persons wishing to access the goods and services of the Ottawa Police Service.

Disability - an inability to perform some or all of the tasks of daily life due to:

(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; 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*

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

Information - the term information as it is used in the Information and Communications Standard refers to knowledge, data and facts that convey meaning and that exist in any format such as text, audio, digital or images.

Intranet website - 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 - 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 - 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 - a cane, walker or similar aid

Obligated Organization - refers to the Government of Ontario, Legislative Assembly and designated public sector organizations, as well as the large and small organizations to which the standards of the Integrated Accessibility Standards Regulation apply.

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

Redeployment - 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

Service Animal - an animal utilized by a person with a disability, where it is readily apparent that the animal is assisting the person to function and may include but is not limited to: guide, hearing or therapy dogs, or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability

Support Person - any person who accompanies a person with a disability, for the purposes of providing assistance with communication, mobility, personal care or medical needs or with access to goods or services

Unconvertible - information or communications are unconvertible if it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available

Accessibility Plan

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

Integrated Accessibility Standards Regulation- Part I – General Standards

Requirement		Section	Due Date	Action
Establishment of Accessibility Policies	<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 written documents describing its policies; and make the documents publicly available, and shall provide them in an accessible format upon request.</p>	3	01Jan14	<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 ✓ Post OPS Accessibility Policy on Website in Accessible Format

Multi-Year Accessibility Plans	<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, and provide the plan in an accessible format upon request; and review and update the accessibility plan at least once every five years.</p>	4	01Jan14	<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 in Accessible Format
Self Serve Kiosks	<p>Have regard to the accessibility for persons with disabilities when designing, procuring or acquiring self-service kiosks.</p> <p>“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.</p>	6	01Jan14	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Have regard for Accessibility Features when designing, procuring or acquiring self-service kiosks ✓ Review current practice - establish considerations for accessible self service kiosk. ✓ Post OPS Accessibility Policy on Website in Accessible Format
Training	<p>Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the <i>Human Rights Code</i> as it pertains to persons with disabilities to:</p> <p>(a) all employees, and volunteers;</p> <p>(b) all persons who participate in developing the organization’s policies; and</p> <p>(c) all other persons who provide goods, services or facilities on behalf of the organization.</p> <p>Ensure training is appropriate to the duties of the employees, volunteers and other persons.</p> <p>Ensure all persons are trained as soon as practicable.</p> <p>Ensure training is provided in respect of any changes to the 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>	7	01Jan15	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Mandatory Training requirements for all employees ✓ Assess current training modules and delivery mechanisms ✓ Develop and document training materials, consider using computer based training format ✓ Identify rollout of training requirements for employees and volunteers ✓ Document and track training by date and participants ✓ Maintain a training record data base ✓ Develop a maintenance schedule for training materials ✓ Identify owner of training records ✓ Post OPS Accessibility Policy on Website in Accessible Format

Integrated Accessibility Standards - Part II – Information and Communication Standards

Requirement		Section	Due Date	Action
Feedback	<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> <p>Notify the public about the availability of accessible formats and communication supports.</p>	11	01Jan15	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Develop and document Feedback Procedure for receiving/responding to feedback in an accessible format ✓ Inform employees and the public about the availability of an accessible feedback procedure – NOTICE ✓ Post OPS Accessibility Policy on Website in Accessible Format
Accessible Formats and Communication Supports	<p>Upon request provide or arrange for the provision of accessible formats and communication supports for persons with disabilities,</p> <p>(a) in a timely manner that takes into account the person’s accessibility needs due to disability;</p> <p>(b) at a cost that is no more than the regular cost charged to other persons.</p> <p>Consult with the person making the request in determining the suitability of an accessible format or communication support.</p> <p>Notify the public about the availability of accessible formats and communication supports.</p>	12	01Jan16	<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 ✓ Inform employees and the public about the availability information in accessible formats or with communication supports, upon request – NOTICE ✓ Post OPS Accessibility Policy on Website in Accessible Format
Emergency Procedure, Plans or Public Safety Information	<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>	13	01Jan12	<ul style="list-style-type: none"> ✓ Emergency Plans for City of Ottawa are accessible on the City of Ottawa Website ✓ Incorporate the Standard into OPS Accessibility Policy ✓ 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 Safety Information to the public in an Accessible Format or with appropriate Communication Supports, upon request. ✓ Post OPS Accessibility Policy on Website in Accessible Format
Accessible	<p>Shall make their internet websites and web</p>	14(2)	01Jan14	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy

<p>Web Conform to WCAG 2.0 Level A</p> <p>Accessible Web Conform to WCAG 2.0 Level AA</p>	<p>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>01Jan21</p>	<ul style="list-style-type: none"> ✓ 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 ✓ 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 ✓ Post OPS Accessibility Policy on Website in Accessible Format
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Integrated Accessibility Standards - Part III – Employment Accessibility Standards

	Requirement	Section	Due Date	Action
<p>Recruitment, General</p>	<p>Every employer shall notify its employees and the public about the availability of accommodation for applicants with disabilities in its recruitment processes.</p>	<p>22</p>	<p>01Jan16</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Ensure documented information is included in internal and external job postings. ✓ Post OPS Accessibility Policy on Website in Accessible Format
<p>Recruitment, Assessment or Selection Process</p>	<p>During a recruitment process, an employer shall 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, the employer shall 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>23</p>	<p>01Jan16</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ 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 hiring processes. ✓ Reasonable accommodation to be provided upon consultation with the applicant with a disability. ✓ Post OPS Accessibility Policy on Website in Accessible Format
<p>Notice to</p>	<p>When making offers of employment, notify the</p>	<p>24</p>	<p>01Jan16</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy

Successful Applicants	successful applicant of its policies for accommodating employees with disabilities.			<ul style="list-style-type: none"> ✓ Ensure AODA Policy and Accommodations Policy are included in materials provided to new employees. ✓ Include information in offer of employment. ✓ Post OPS Accessibility Policy on Website in Accessible Format
Informing Employees of Supports	<p>Employees are to be informed 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>Information is to be provided to new employees as soon as practicable after they begin their employment and provide updated information whenever there is a change to these existing policies.</p>	25	01Jan16	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Ensure AODA Policy and Accommodations Policy communications are provided to new employees and disseminated to all employees across the organization. ✓ Post OPS Accessibility Policy on Website in Accessible Format
Accessible Formats and Communication Supports for Employees	<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.</p> <p>The employer shall consult with the employee making the request in determining the suitability of an accessible format or communication support.</p>	26	01Jan16	<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 ✓ Post OPS Accessibility Policy on Website in Accessible Format
Workplace Emergency Response Information	<p>Every employer shall provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability.</p> <p>If the employee requires assistance, with the employee's consent, the employer shall provide</p>	27	01Jan12	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Develop Workplace Emergency Response Information for Employees and a Manager's Workplace Emergency Response Information Guide. • Ensure accessible to all employees • Post OPS Accessibility Policy on Website in Accessible Format

	<p>the workplace emergency response information to the person designated by the employer to provide assistance to the employee.</p> <p>Employers shall 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>The employer shall review the individualized workplace emergency response information when:</p> <p>(a) the employee moves to a different location in the organization;</p> <p>(b) the employee's overall accommodations needs or plans are reviewed; and</p> <p>(c) the employer reviews its general emergency response policies.</p>			
<p>Documented Individual Accommodation Plans</p>	<p>Employers shall develop and have in place a written process for the development of documented individual accommodation plans for employees with disabilities that include all of the elements prescribed by Subsections 28(2) and 28(3) of the Regulation.</p>	<p>28</p>	<p>01Jan16</p>	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Incorporate the requirements into the Accommodations Policy ✓ Ensure accessible to all employees ✓ Notify employees of any changes ✓ Post OPS Accessibility Policy on Website in Accessible Format

Return to Work Process	<p>Every employer shall 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; and shall document the process.</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>	29	01Jan16	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Incorporate the requirements into the Accommodations Policy ✓ Ensure accessible to all employees ✓ Notify employees of any changes ✓ Post OPS Accessibility Policy on Website in Accessible Format
Performance Management	<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>	30	01Jan16	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ Develop and document Performance Review Policy incorporating requirement ✓ 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 ✓ Post OPS Accessibility Policy on Website in Accessible Format
Career Development and Advancement	<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>	31	01Jan16	<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 ✓ Post OPS Accessibility Policy on Website in Accessible Format
Redeployment	<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>	32	01Jan16	<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 ✓ Post OPS Accessibility Policy on Website in Accessible Format

Integrated Accessibility Standards - Part IV– Transportation Standards

The City of Ottawa is responsible for meeting requirements under the Integrated Accessibility Standards – Part IV – Transportation Standards. The Ottawa Police Service does not offer services that are related to the Transportation Standards

Integrated Accessibility Standards - Part V– Design of Public Spaces Accessibility Standards

Requirement		Section	Due Date	Action
Accessible public spaces			01Jan16	<ul style="list-style-type: none"> ✓ Incorporate the Standard into OPS Accessibility Policy ✓ 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 ✓ 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 ✓ Ensure accessible to all employees ✓ Notify Employees of any changes ✓ Yearly inspection of public spaces ✓ Post OPS Accessibility Policy on Website in Accessible Format