

Report to / Rapport au:

**OTTAWA POLICE SERVICES BOARD
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

23 January 2023 / 23 janvier 2023

Submitted by / Soumis par:

Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa

Contact Person / Personne ressource:

**Julie Kavanagh, Manager, Corporate Communications/gestionnaire des
communications intégrées
*kavanaghj@ottawapolice.ca***

**SUBJECT: OTTAWA POLICE SERVICE ACCESSIBILITY FOR ONTARIANS WITH
DISABILITIES ACT (AODA) ANNUAL REPORT**

**OBJET: RAPPORT ANNUEL SUR LA LOI SUR L'ACCESSIBILITÉ POUR LES
PERSONNES HANDICAPÉES DE L'ONTARIO (LAPHO) DU SERVICE
DE POLICE D'OTTAWA**

REPORT RECOMMENDATIONS

That the Ottawa Police Services Board receive this report for information.

RECOMMANDATIONS DU RAPPORT

**Que la Commission de services policiers d'Ottawa prenne connaissance du
présent rapport à titre d'information.**

BACKGROUND

The Ottawa Police Service (OPS) maintains a Multi-Year Accessibility Plan to comply with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requirements. We remain up-to-date and continue to meet all requirements.

Creating communities where every person can participate fully is essential for people, businesses and community life. This Accessibility Status Report is an update of the measures taken in maintaining and improving accessibility under the AODA by the OPS since the Ottawa Police Services Board (Board) meeting on January 24, 2022.

DISCUSSION

Compliance Status

The OPS is in full compliance with all currently applicable accessibility requirements under the AODA.

As a public sector organization, an Accessibility Compliance Report must be submitted to the Accessibility Directorate of Ontario every two years, with the last report submitted in December 2021.

The OPS continues to seek opportunities to go above and beyond required legislation to lead to a culture of accessibility within the organization.

Continuous Achievements in Accessibility

The following are the activities the Ottawa Police Service has been involved in since the last update to the Board on January 24, 2022.

- A new OPS website was launched in December 2022, meeting and exceeding web accessibility standards. The website was revamped to be easier to navigate, search and find information with significantly fewer individual web pages and pdf documents. The design was done in a manner to give OPS clients what they need most often. All content was reviewed and rewritten in accordance with best practices (for example, simplified language).
- Continued awareness and distribution of [Ontario Provincial Police/Deaf Ontario visitor cards](#) to OPS patrol members, Front Desk Services, and Community Police Centres to assist a deaf person to communicate with a police officer during a traffic stop.
- Continued to develop and monitor documents and graphic designs to ensure compatibility with accessibility requirements.
- Continued to make mandatory training available for all new employees.
- Continued to conduct annual AODA training compliance audits for OPS members.
- Continued social media participation in awareness campaigns such as the City of Ottawa's #AccessAbilityDay and the Ontario National Accessibility Week.
- Reviewed the Multi-Year Accessibility Plan. This plan is in place 2020-2025.

CONCLUSION

This report summarizes the AODA activities undertaken since January 24, 2022. The OPS continues to engage in activities that support the OPS' primary accessibility

objective of ensuring that programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to our evolving community needs.