

**Report to / Rapport au:**

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

**22 January 2024 / 22 janvier 2024**

**Submitted by / Soumis par:**

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

**Contact Person / Personne ressource:**

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**SUBJECT: OTTAWA POLICE SERVICE ACCESSIBILITY FOR ONTARIANS WITH  
DISABILITIES ACT STATUS REPORT**

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

**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. The Ottawa Police has, for many years, met the requirements for AODA well in advance of the deadlines set forth by the Province. For years, the OPS has sought out opportunities to go above and beyond required legislation and to lead to a culture of accessibility within the organization.

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 Police Services Board meeting on January 23, 2023.

## **DISCUSSION**

### **Compliance Status**

The OPS is not in full compliance with all currently applicable accessibility requirements under the AODA.

In 2023, the Ottawa Police launched the Community Safety Data Portal at [data.ottawapolice.ca](https://data.ottawapolice.ca) and we continue to work to ensure that it is in compliance with AODA. We are aware that currently the interactive map functionality has accessibility limitations and staff are working with the vendor to identify solutions that can be implemented in 2024. Compliance needs are being built into our 2024 work plan. This application is currently designed to be inclusive with accessible features however, some features may not be practical for all users. We continue to work on making our portal more accessible and to meet accessibility requirements.

The Ottawa Police Service 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.

In 2023, an accessibility expert was consulted for work on the data portal. We were also in contact with the City of Ottawa accessibility contacts and work continues towards compliance. In the interim, we have provided a link on the data portal for [accessible format or communication support requests](#) for those who require more accessible formats or communication support.

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 2023. In this report, we declared the data portal as a work in progress.

### **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 23, 2023.

- The main OPS website, [ottawapolice.ca](https://ottawapolice.ca), continued to meet and exceed web accessibility standards through ongoing training and maintenance. The website is easy to navigate, search and find information with significantly fewer individual web pages and pdf documents. All web content is reviewed and written in accordance with best practices.

- 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 and existing staff, consultants, contractors, etc. as required; following all applicable Codes, Standards, and Guidelines as it pertains to accessibility.
- 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.
- Continued to make @OttawaPolice social media accessible by writing content in compliance with accessibility requirements, features and best practices.
- For supporting employees, supervisors continue to be provided with any information for their direct reports to ensure awareness of any accommodations required.
- In terms of construction of the new South facility, we continue to construct or redevelop public spaces; and maintain the accessible elements that already exist in other facilities.
- Reviewed the Multi-Year Accessibility Plan. This plan is in place 2020-2025.

## **CONSULTATION**

N/A

## **FINANCIAL IMPLICATIONS**

N/A

## **SUPPORTING DOCUMENTATION**

N/A

## **CONCLUSION**

This report summarizes the AODA activities undertaken since January 23, 2023. OPS is committed to accessibility and understands that ensuring compliance requires constant review and issue identification throughout the year. 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.