

**Report to / Rapport au:**

**OTTAWA POLICE SERVICE BOARD  
LA COMMISSION DE SERVICE DE POLICE D'OTTAWA**

**26 January 2026 / 26 janvier 2026**

**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 Service Board receive this report for information.**

**RECOMMANDATIONS DU RAPPORT**

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

**BACKGROUND**

The Ottawa Police Service (OPS) maintains a Multi-Year Accessibility Plan that outlines the Service's compliance with requirements set forth under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). The OPS is proud to have met many of the requirements for AODA compliance well in advance of the deadlines set forth by the province. Additionally, the OPS has sought, and continues to seek out, opportunities to go above and beyond required legislative obligations to ensure an accessible and inclusive environment for all individuals.

With the Service's current Accessibility Plan coming to a close, the OPS has drafted its 2026-2030 Accessibility Plan. The draft plan has been developed in consultation with a number of internal interest holders and was then shared with the public through broader consultation efforts in December 2025. The Service sought diverse community input and will incorporate meaningful feedback into the plan in an effort to remain proactive in providing equitable access to OPS programs, services, communications, information, facilities, and employment opportunities.

In addition to information on the Service's next Accessibility Plan, this annual report provides an update of measures taken by the Ottawa Police Service over the course of the past year to maintain and improve accessibility through the identification, prevention, and removal of barriers to full equity and inclusion.

## **DISCUSSION**

### **Compliance Status**

The Integrated Accessibility Standards Regulation (IASR) made under the AODA identifies the specific requirements that organizations, including the Ottawa Police Service, are legislated to meet to ensure a more accessible environment for Ontarians. The Service's Accessibility Plan identifies OPS-specific requirements and initiatives in this regard. The Service's Equity, Diversity, and Inclusion (EDI) Unit is responsible for ensuring that the plan is reviewed and updated once every five years. The 2026-2030 Accessibility Plan also provides information on how the the OPS will continue to prevent and remove barriers to accessibility and meet its obligations under the AODA and the Integrated Accessibility Standards Regulation. As reflected in the Service's Accessibility Plan, the OPS is in compliance with all applicable accessibility requirements under the AODA and IASR.

Additionally, under the AODA and as a public sector organization, the OPS must ensure an Accessibility Compliance Report is submitted to Ontario's Ministry for Seniors and Accessibility every two years. The last report was submitted in December 2025 and confirmed that the OPS remains compliant with all requirements under the AODA.

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

## Continuous Achievements in Accessibility

The OPS has engaged in the following since the last update to the Board on January 27, 2025:

- The OPS continued to ensure there is awareness amongst OPS members of [Ontario Provincial Police / Ontario Association of the Deaf visor cards](#), which help police officers and deaf people to communicate during a traffic stop. The Ontario Association of the Deaf website provides a helpful video on "[How to use the Visor Card](#)".
- OPS documents and graphic designs continued to be developed in alignment with accessibility requirements.
- Mandatory training continued for all new and existing staff, consultants, contractors, etc. as required; following all applicable codes, standards, and guidelines as it pertains to accessibility.
- There was ongoing effort to make Ottawa Police social media accessible by writing content in compliance with accessibility requirements, features and best practices.
- In regards to supporting employees, supervisors continue to be provided with any accessibility-related 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 or improve on the accessible elements that already exist in other facilities.
- The OPS managed the [accessibility@ottawapolice.ca](mailto:accessibility@ottawapolice.ca) mailbox and addressed any public concerns received.
- The main OPS website, [ottawapolice.ca](http://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.
- In response to a public concern regarding accessibility of Collision Reporting Centre self-serve kiosks, located within OPS facilities but operated by a third-party service provider, the OPS has been working with the service provider to improve accessibility of the kiosks. An interim solution is underway, with accessible kiosks expected at all locations in 2026.

- The Service will also be reviewing its 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.
- As part of the Employment Systems Review, the OPS will be analyzing its accessibility related policies, processes, and practices. The Service's Accessibility Policy is currently under review and in the process of being updated.
- Additionally, the OPS is in the process of implementing a new on-demand multi-language interpreting service which complements existing teletypewriter (TTY) and interpretation services and will be available to members through various channels, including mobile app, video, and/or on the mobile workstations of patrol vehicles. Phase 1 of implementation has involved a select group of members within the OPS conducting a trial of the service. The remainder of the roll-out will take place in the coming months and will include providing service access to all other members. The service will facilitate improved communication involving individuals of various languages including American Sign Language (ASL) and International Sign Language (ISL).
- As part of our long-standing relationship with the Special Olympics and the local athlete community, the OPS supported several events in Ottawa to raise awareness and funds, including hosting the 2025 Special Olympics Ontario School Championships Provincial Games in June (in partnership with the City of Ottawa), participating in multiple fundraisers including the Tim Horton's Special Olympics Donut campaign and annual Polar Plunge event, and leading the Law Enforcement Torch Run for Special Olympics with other law enforcements agencies in September.

## **CONSULTATION**

The Ottawa Police Service is committed to meeting the accessibility requirements of persons with disabilities in a timely, respectful, and proactive manner and will use all reasonable efforts to provide equitable access to programs, services, communications, information, facilities, and employment opportunities provided by the Ottawa Police Service in a way that respects the dignity and independence of all individuals.

The OPS drafted its 2026-2030 Accessibility Plan in consultation with a number of internal interest holders and then shared it with the public through broader consultation efforts in December 2025. The Service sought diverse community input and will incorporate meaningful feedback into the plan.

We continue to welcome input and feedback on the plan to ensure it reflects the diverse needs and lived experiences of the many communities we serve. For more information, or to get involved, individuals may visit [ottawapolice.ca/accessibility](https://ottawapolice.ca/accessibility) or contact the EDI Unit at [EDI@ottawapolice.ca](mailto:EDI@ottawapolice.ca).

### **FINANCIAL IMPLICATIONS**

All activities performed during the 2025 reporting period were conducted utilizing funding allocated in the 2025 Budget. Activities referenced and being conducted in 2026 will be fully funded utilizing funding allocated in the 2026 Budget.

### **SUPPORTING DOCUMENTATION**

N/A

### **CONCLUSION**

As both a public service provider and an employer of over 2,000 individuals, the OPS is committed to ensuring an accessible environment for all individuals. The Service remains compliant with all applicable AODA/IASR requirements and continually strives to ensure an accessible and inclusive environment for all individuals. The Ottawa Police Service will continue 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.