

**Report to / Rapport au:**

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

**27 January 2020 / 27 janvier 2020**

**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 D'ÉTAPE DU SERVICE DE POLICE D'OTTAWA  
CONCERNANT 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) has a Multi-Year Accessibility Plan in place in order to ensure we are in compliance 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 important for people, businesses and community life. This Accessibility Status Report is an update of the measures taken in improving accessibility under the AODA by the OPS since the January 28, 2019 Police Services Board meeting.

## **DISCUSSION**

### **Compliance Status**

The OPS is in 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 next report due at the end of 2020.

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

### **Continuous Achievements in Accessibility**

The following are the activities that the Ottawa Police Service has been involved in since the last update to the Board on January 28, 2019.

- Reviewed and updated the Multi-Year Accessibility Plan. This plan is in place 2020-2025.
- All OPS accessibility policies and procedures were reviewed.
- All website content was reviewed and updated to meet and exceed industry standards.
- All accessibility forms and applicable public-facing forms were rebuilt in Form Builder.
- Completed the Accessibility Compliance Report for submission to the Accessibility Directorate of Ontario; we are in full compliance.
- 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;
- Continue to develop and monitor documents and graphic designs to ensure compatibility with accessibility requirements;
- Continue to make mandatory training available for all new employees.
- Continue to conduct annual AODA training compliance audits for OPS members.

### **Next Steps**

The OPS website infrastructure is currently compliant with AODA legislation and WCAG best practices for Accessibility. In 2020, new improvements will be undertaken to

ensure compliance with requirements coming into effect on January 1, 2021 (WCAG 2.0 AA). Other measures will be undertaken to remediate existing pdf documents and new tools will be added to improve accessibility maintenance.

### **Multi-Year Accessibility Plan**

As required under the AODA, OPS reviewed and updated its Multi-Year Accessibility Plan in 2019. The Plan must be reviewed at least once every five years to ensure that the OPS is on track to meeting the requirements under the Integrated Accessibility Standards Regulation (IASR). The OPS's first Multi-Year Accessibility Plan came into effect in 2014. The second Multi-Year Accessibility Plan will from 2020 to 2025.

### **CONSULTATION**

N/A

### **FINANCIAL IMPLICATIONS**

N/A

### **SUPPORTING DOCUMENTATION**

N/A

### **CONCLUSION**

This report summarizes the AODA activities undertaken since January 28, 2019. The OPS continues to engage in activities that support the OPS' primary accessibility objective of ensuring that OPS programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to our evolving community needs.