

Report to / Rapport au:

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

29 January 2018 / 29 janvier 2018

Submitted by / Soumis par:

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

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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

As stated in previous updates to the Board, 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 February 27, 2017 Police Services Board meeting.

DISCUSSION

Compliance Status

The 2017 Accessibility Compliance Report was submitted to the Accessibility Directorate of Ontario on December 22, 2017. The report confirms that OPS is in full compliance with all currently applicable accessibility requirements under the AODA. 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 February 27, 2017.

- Launch and extensive testing of accessible Online Records Checks process on website;
- Additional enhancements and extensive testing to accessible Online Reporting process on website;
- Braille laminates and business cards;
- Continue to make and monitor documents and graphic designs for website 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

Due to the large focus on implementing new accessible e-services in 2017, such as Online Reporting and Online Records Checks, the following activities will be carried over to 2018:

- Implement Form Builder, a backend website feature to move all of our online forms online to an HTML format, thus eliminating .pdf forms on the site.
- Website accessibility Quality Assurance Program
 - Conduct regular accessibility audits of ottawapolice.ca, including a public survey, to ensure we continue to meet our standard of meeting or exceeding accessibility needs.

- Continue to monitor opportunities to increase the use of an accessibility inclusion lens to review internal policies and Standard Operating Procedures (SOPs), including Emergency Response procedures for OPS employees, procedures and practices to assure that accessibility is considered.
- Revisit our online reporting website content for possible enhancements and conduct accessibility testing on these enhancements.

Multi-Year Accessibility Plan

As required under the AODA, OPS is preparing a review and update of its Multi-Year Accessibility Plan. 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 for a five year period. A review and update of the plan must be done in 2019. The second Multi-Year Accessibility Plan will be from 2019 to 2024.

FINANCIAL IMPLICATIONS

The cost to purchase Braille laminates for each sworn member – ranked Constable to Staff Sergeant – comes to a total cost of \$2,838. Additionally, senior officers and executives are encouraged to have Braille added to their business cards for a cost of \$1,750.

CONCLUSION

This report summarizes the AODA activities undertaken since February 27, 2017. 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.