

Report to / Rapport au:

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

21 March 2016 / 21 mars 2016

Submitted by / Soumis par:

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SUBJECT: ACCESSIBILITY PLAN REPORT: 2015

OBJET: RAPPORT SUR LE PLAN D'ACCESSIBILITÉ : 2015

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 an employer, the Ottawa Police Service is legislated to meet a number of requirements under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) to assist the Service in becoming more accessible to persons with a disability.

Over the past several years, a cross-organizational Steering Committee and Working Group were formed and a multi-year plan developed that provides information on how OPS will meet its obligations under the AODA.

This report highlights actions to comply with the AODA requirements that became law on January 1, 2014 and January 1, 2015, and meets the requirement to report to the Board annually.

DISCUSSION

AODA Compliance Timeline

The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005. It sets out accessibility requirements that an organization must meet in the areas of customer service, information and communications, employment, transportation and the built environment, with staggered compliance dates to 2021. This timeline shows the AODA requirements, including those that are completed and now part of ongoing day-to-day operations.

2010-2013 REQUIREMENTS

- ✓ Accessible customer service
- ✓ Accessibility policies
- ✓ Accessible purchases
- ✓ Accessible information; and
- ☒ Emergency response plans for employees (to be done in 2016)

2014 REQUIREMENTS

- ✓ Training
- ✓ Accessible Feedback
- ✓ New websites to WCAG Level A (ottawapolice.ca)
 - New Human Resources website under development
- ✓ Employment.

2015 REQUIREMENTS

- ✓ Accessible formats and communication supports
- ✓ Required sworn and civilian employment policies have been updated to include AODA requirements.

Future Requirements

2021

- Website to WCAG Level AA

*Note: World Wide Consortium Guidelines (WCAG) is an international standard for making websites and web content accessible to a broader range of users with disabilities, with Level AA building on the requirements of Level A.

2014 Compliance Actions Completed

The following section highlights actions by the OPS to comply with the requirements that became law on January 1, 2014. They are organized under the accessibility standards of the AODA.

General

TRAINING OF EMPLOYEES, VOLUNTEERS AND CONTRACTORS

Employees, volunteers and contractors are trained on the requirements of the AODA's Integrated Accessibility Standards Regulation and Ontario Human Rights Code as it relates to people with disabilities.

Information and Communications

ACCESSIBLE FEEDBACK PROCESSES

Processes for receiving and responding to feedback continue to be accessible to people with disabilities by providing accessible formats or communication supports upon request.

ACCESSIBLE WEBSITES AND WEB CONTENT

The Ottawa Police Service website, ottawapolice.ca, continues to work towards World Wide Web Consortium Guidelines (WCAG) 2.0 Level A. We continue to work towards meeting Level AA in advance of the 2021 deadline.

Employment

RECRUITMENT (GENERAL)

Employees and the public are notified about the availability of accommodations for applicants with disabilities during the recruitment process.

RECRUITMENT, ASSESSMENT OR SELECTION PROCESS

Job applicants who are invited for an interview are notified that accommodations are available upon request and are consulted to identify the supports they may need in the interview.

NOTICE TO SUCCESSFUL APPLICANTS

When making offers of employment, successful applicants are notified of OPS procedures for accommodating employees with disabilities.

INFORMING EMPLOYEES OF SUPPORTS

Employees are informed of the accommodation supports that are available to OPS employees with disabilities throughout the employment cycle.

ACCESSIBLE FORMATS AND COMMUNICATION SUPPORTS FOR EMPLOYEES

Accessible formats or communication supports are provided upon request, with job-related requests included in an employee's individual accommodation plan.

DOCUMENTED INDIVIDUAL ACCOMMODATION PLANS

Building on employment obligations already honoured under Ontario's Human Rights Code, a comprehensive written process guides the development of documented individual accommodation plans for employees with disabilities.

RETURN-TO-WORK PROCESS

A documented return-to-work process is in place for employees who have been absent from work due to a disability and require disability-related accommodations.

PERFORMANCE MANAGEMENT

Resources are available to support managers through the performance appraisal process to ensure employees with disabilities have the supports they need to do their job.

CAREER DEVELOPMENT AND ADVANCEMENT

A comprehensive professional program for employees takes into account different learning styles and needs, and tailors programs to meet the needs addressed in individual accommodation plans.

REDEPLOYMENT

If an OPS employee with a disability is reassigned, their accessibility needs and accommodation plans are reviewed and adjusted, and will follow them to their new position.

2015 Compliance Actions Completed

The following section highlights actions by the OPS to comply with the requirements that became law on January 1, 2015

MAKE PUBLIC INFORMATION ACCESSIBLE WHEN ASKED

Standard Operating Procedures let the public and employees know that we will make written information and other forms of communication accessible, upon request. If a person with a disability asks for accessible information or requires communication supports, we work with them to figure out how to meet their needs.

"LIVING LEGISLATION"

The OPS continues to implement the requirements of the AODA and the actions outlined in the OPS Multi-Year Accessibility Plan. Compliance does not stop with completing the requirements of the AODA by the required date. These compliance activities are now part of ongoing daily operations.

WHAT'S NEXT?

2016

- Text to 9-1-1 (completed February 17, 2016)
 - Enhanced access to emergency services for members of the deaf, hard-of-hearing or speech-impaired community is now available at OPS. This service allows registered participants to communicate directly with a 9-1-1 call taker using text messaging.
- AODA Audit of Front Desk Services (built environment, SOP's – completed February 2016)
- Emergency Response Plans for employees;
- New Human Resources website to WCAG Level A (currently under development); and
- New websites to WCAG Level A (ottawapolice.ca)

DOING MORE

2016

- Regular ongoing review of other OPS policies to ensure AODA compliance
- Further enhance capacity to create accessible documents in Word and PDF's
- Use of accessible Police Services Board report template
- Ongoing training and awareness
- Launch of web accessibility Quality Assurance Program
 - Conduct accessibility audit of ottawapolice.ca; and
- Conduct online AODA public survey.

2017

- Websites to WCAG Level AA

CONSULTATION

Not applicable.

FINANCIAL IMPLICATIONS

Not applicable.

CONCLUSION

The OPS has a multi-year plan in place in order to ensure we are in compliance with AODA requirements; we are on track in meeting this plan.

The Ottawa Police Service is committed to creating programs, services and facilities that people of all abilities can access. Accessibility not only helps people with disabilities, it benefits everyone. Creating universal design communities where every person who lives, works or visits and can participate fully makes good sense for all of us.