

Report to / Rapport au:

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

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Submitted by / Soumis par:

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

Contact Person / Personne ressource:

**Margaret MacDonald, Manager, Corporate Communications / Gestionnaire,
Communications générales
*macdonaldma@ottawapolice.ca***

**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

This Accessibility Status report is an update of the measures taken in improving accessibility and implementing the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) by the Ottawa Police Service (OPS).

This report highlights progress in meeting the OPS Multi-Year Accessibility Plan and meets the requirements to report to the Board annually.

DISCUSSION

The OPS has a multi-year accessibility plan that involves participation from sections across the organization. The plan provides information on how the Service will prevent and remove barriers to accessibility and meet its AODA obligations. Compliance is the responsibility of the OPS's Corporate Communications Section who ensures the plan is reviewed annually and updated once every five years. The plan is being carried out and is on track for completion.

The OPS views the AODA as "living legislation" that will continue to change and evolve how we, and the rest of society, views the wide array of accessibility needs. Compliance does not stop with completing the requirements of the AODA by the required date. AODA-related activities and considerations are now part of ongoing daily operations.

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 and implementing the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) by the Ottawa Police Service (OPS).

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

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 (existing policy under review to ensure AODA compliance)

2014 Requirements

- ✓ Training

- ✓ Accessible Feedback
- ✓ New websites to WCAG Level A (ottawapolice.ca); and
 - 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.

What's New Since our Last Report to the PSB in 2016?

- Text to 9-1-1 (completed February 17, 2016)
 - Enhancing access to emergency services for members of the deaf, hard-of-hearing or speech-impaired community, this service will allow registered participants to communicate directly with a 9-1-1 call taker using text messaging
- AODA Audit of Front Desk Services (completed February 2016)
- New Human Resources website to WCAG Level A (completed March 2016); and
- New websites to WCAG Level A (ottawapolice.ca)
- 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
- Accessibility audit of upcoming online Records Check forms (including HTML and PDF formats)
- Participation in AccessAbility Day at Ottawa City Hall on June 1, 2016

What's Next?

2017

- Launch of web accessibility Quality Assurance Program

- Conduct accessibility audit of ottawapolice.ca
- Conduct online AODA public survey
- Make transparent Braille laminates available for officers (including Senior Officers) to attach to their wallet ID badges.
- Continue to make and monitor documents and graphic designs for accessibility requirements
- Continue to make mandatory training available for all new employees
- Conduct annual compliance audits (Currently, 97% of OPS members are in compliance in completing the Customer Service Standards training.)
- Complete review of existing emergency response plans for employees

2021

- Websites to WCAG Level AA

CONCLUSION

The OPS 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.