

Report to / Rapport au:

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

24 January 2022 / 24 janvier 2022

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

The Ottawa Police Service (OPS) maintains a Multi-Year Accessibility Plan to comply with the Accessibility for Ontarians with Disabilities (AODA) Act, 2005 requirements. We remain up-to-date and continue to meet all requirements.

Creating environments where every person can participate fully is essential for developing a robust community safety and well-being plan, and our initiatives to create an inclusive and accessible environment fall under that duty of care. This Accessibility Status Report is an update of the measures taken in improving accessibility under the AODA by the OPS since the January 27, 2020, Ottawa Police Services Board (Board) meeting.

DISCUSSION

Compliance Status

The OPS is in full 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 last report submitted December 2021.

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

Continuous Achievements in Accessibility

The following are the activities that the OPS has been involved in since the last update to the Board on January 27, 2020.

- 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. The OPS website infrastructure is currently compliant with AODA legislation and WCAG best practices for Accessibility. The site was redeveloped in 2020 to ensure compliance with new requirements that came into effect on January 1, 2021 that state all websites must be compliant to the WCAG 2.0 AA standard.
- Implemented SiteImprove which gives us a real-time web accessibility score and identifies items on our website that need to be fixed or simplified.
- 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 visor 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.
- Continued to develop and monitor documents and graphic designs to ensure compatibility with accessibility requirements.
- Continued to make mandatory training available for all new employees.
- Continued to conduct annual AODA training compliance audits for OPS members.

- Continued social media participation in awareness campaigns such as the City of Ottawa's #AccessAbilityDay and the Ontario National Accessibility Week.

CONCLUSION

This report summarizes the AODA activities undertaken since January 27, 2020. The OPS continues to engage in activities that support the OPS' primary accessibility objective of ensuring that programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to our evolving community needs.