

HALTON REGIONAL POLICE SERVICES BOARD

POLICY DOCUMENT

Policy No.:	ADM-11
Policy Subject:	Accessibility Standards for Customer Service
Date Approved:	December 15, 2011
Reporting Requirement:	Corporate Business Plan Performance Measures
Date Reviewed/Amended:	

Legislative Authority:

The *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) was created with the goal of developing standards that would improve accessibility for persons with disabilities across the Province. The AODA allows the Provincial Government to develop specific standards of accessibility and to enforce them. The standards are made through the passage of regulations.

Ontario Regulation No. 429/07 – Accessibility Standards for Customer Service was made in July 2007 with an effective date of January 1, 2012 for providers of goods and services.

The Regulation states that every provider of goods or services will establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

The Regulation also provides that reasonable effort must be taken to ensure the policies, practices and procedures are consistent with the core principles of dignity, independence, integration and equality of opportunity.

Board Policy:

It is the policy of the Regional Municipality of Halton Police Services Board that the Board and the Halton Regional Police Service comply with the requirements of the AODA and its Regulations.

1. Definitions:

In this policy,

- (i) “AODA” means the *Accessibility for Ontarians with Disabilities Act, 2005*;
- (ii) “Assistive Devices” includes any piece of equipment a person with a disability uses to help them with daily living;
- (iii) “Board” means the Regional Municipality of Halton Police Services Board;
- (iv) “Chief of Police” means the Chief of Police appointed by the Board;
- (v) “Disability” or “Disabilities” is as defined in Section 2 of the *Accessibility for Ontarians with Disabilities Act, 2005*, as:

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- (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on wheelchair or other remedial appliance or device,
 - (b) a condition of mental impairment or a developmental disability,
 - (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
 - (d) a mental disorder, or
 - (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act, 1997*.
- (vi) “Member” includes a member of the Halton Regional Police Service as defined under the *Police Services Act* and any employee of The Regional Municipality of Halton Police Services Board;
- (vii) “Service” means the Halton Regional Police Service.
- (viii) “Service Animal” – For the purposes of this policy, an animal is a service animal for a person with a disability,
- (a) if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
 - (b) if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the ability.
- (ix) “Support Person” means in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.”
2. To support the Board’s policy;
- 2.1. public documents under the jurisdiction of the Board will be made available in alternate formats, upon request by persons with Disabilities in a timely manner.
 - 2.2. its meetings will be held at facilities that are physically accessible to persons with Disabilities.

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- 2.3 persons with Disabilities attending the Board's public meetings will be permitted to use their own assistance devices, and have access to their Service Animal or Support Person if required.
 - 2.4 Board members and its staff shall participate in any training that may be required to ensure compliance with the AODA. Such training shall be provided by the Service.
3. To further support the Board's policy, the Chief of Police shall:
- 3.1 develop procedures and practices to ensure the Service complies with the AODA and its regulations in the following areas:
 - 3.1.1 **Assistive Devices**
 - (a) to serve persons with Disabilities who use Assistive Devices to obtain, use or benefit from our goods and services. The Chief of Police shall ensure that Members are trained and familiar with various Assistive Devices that may be used by the public with Disabilities while accessing our goods and services.
 - (b) to ensure that Members know how to use the Assistive Devices available in our facilities for the public.
 - 3.1.2 **Service Animals and Support Persons**
 - (a) to ensure that all Members, volunteers and others dealing with the public are properly trained in how to interact with persons with Disabilities who are accompanied by a Service Animal.
 - (b) to ensure that any person with a Disability who is accompanied by a Support Person will be allowed to enter any Service facility with his or her support person. At no time will a person with a Disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
 - 3.1.3 **Notice of Temporary Disruption**
 - (a) to provide the public with notice in the event of a planned or unexpected disruption in the facilities or services usually used by persons with Disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available.
 - (b) to post a notice at all public entrances and service counters of our facilities.

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3.1.4 Training of Staff

- (a) to provide training to all Members, volunteers and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices and procedures.
- (b) to ensure that a training procedure is prepared identifying positions to be trained, the timeframe after hiring within which the training will be provided, and the recording of the training provided.
- (c) the training will be in compliance with the AODA.

3.1.5 Feedback Process

- (a) to ensure a feedback process regarding the way the Service provides goods and services to persons with Disabilities is created, maintained and evaluated.

4. Exclusion

- 4.1 This policy shall not apply during any period where an emergency, as defined under the *Emergency Management and Civil Protection Act, 1990*, has been declared.

5. Reporting

- 5.1 The Chief of Police shall ensure the accessibility report as prescribed by and reported to the Minister of Community and Social Services is filed with the Board.