

The Regional Municipality of York Police Services Board

Public Board Meeting
January 27, 2021

Report of the Chief of Police

Accessibility for Ontarians with Disabilities Act, 2005 **Accessibility for Ontarians with AODA Compliance and Public Feedback on Accessible Customer Service**

1. Recommendation

That the Board receive this report pursuant to the Police Services Board Governance Accessibility Policy 01/13 and the Police Services Board Accessible Customer Service Policy 04/09.

2. Summary

This report provides an overview of the Integrated Accessibility Standard Regulation in accordance with Board Policy 01/13 and the Customer Service Standards public feedback process including the response and actions taken in accordance with section 9.4 of the Accessible Customer Service Board Policy No. 04/09.

3. Background

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT CUSTOMER SERVICE REGULATION

The Accessibility Standard for Customer Service came into effect on January 1, 2008. Designated public sector organizations, including municipalities, were requested to comply with provisions of the Regulation by January 1, 2010. Police services are included within the scope of "municipality" as defined in the Regulation.

The Customer Service Regulation requires that York Regional Police establish and document a process to receive and respond to feedback on how the Organization's goods and services are provided to people with disabilities, including actions that the Organization would take when a complaint is received.

Integrated Accessibility Standards

The Integrated Accessibility Standard Regulation (IASR) came into effect on July 1, 2011. Effective July 1, 2016, the IASR now incorporates the customer service standard.

In 2017, York Regional Police Procedure AI-345, *Accessibility for Ontarians with Disabilities Act*, was updated to include further provisions for support person and service animal. These updates are incorporated in the Region's annual Accessibility Plan report to the Accessibility Directorate of Ontario.

York Region Accessibility Status Report 2020

The York Region Accessibility Status Report 2020 is the annual update that the Regional Municipality of York (York Region) and York Regional Police provide on the measures taken to improve accessibility, implement the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA) and the York Region 2015 – 2021 Multi-Year Accessibility Plan.

The Status Report highlights what we have accomplished since the AODA became law. It includes the strategies and actions that identify, prevent and remove barriers for people with disabilities in Regional programs, services and facilities.

AODA requirements legislate status reports must be made publicly available. The 2020 status report was posted online at yrp.ca by December 31, 2020. The report is included as an attachment.

4. Analysis

FEEDBACK RECEIVED

York Regional Police Procedure AI-345, *Accessibility for Ontarians with Disabilities Act*, details the process by which members of the public can provide feedback. Feedback regarding goods and services provided by York Regional Police to people with disabilities and accessibility issues are directed to the Equity and Inclusion Specialist of the Diversity, Equity and Inclusion Bureau, by phone, email, in writing or by making an appointment to meet in person. This contact information is available on the York Regional Police website.

During 2020, there was one feedback from the public regarding York Regional Police's provision of goods and services to persons with disabilities, specifically directed to the York Regional Police website. Corporate Communications received the feedback and advised the respondent accordingly. Corporate Communications remains engaged with the Region's AODA Website Compliance Working Group in an effort to achieve WCAG 2.0 Level AA compliance by 2021.

5. Financial

Not applicable.

6. Conclusion

This report highlights actions that align with the *Accessibility for Ontarians with Disabilities Act, 2005* requirements. The 2020 York Region Accessibility Status Report provides an insight into the many ways the accessibility of York Region's and York Regional Police's programs and services were enhanced to conform to COVID-19. York Regional Police will continue to take a proactive approach to improve accessibility for those we serve.

Accessible formats or communication supports are available upon request

Jim MacSween, B.A.A.
Chief of Police

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Attachment - York Region Accessibility Status Report 2020