

The Regional Municipality of York Police Services Board

Public Board Meeting
February 23, 2022

Report of the Executive Director

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

1. Recommendation

1. That the Board receive this report pursuant to the Accessible Customer Service Policy 04/09.

2. Summary

This report provides a brief overview of the Customer Service Standard public feedback process, including any response or actions taken in accordance with Section 9 of the Accessible Customer Service Board Policy No. 04/09, which provides that the Board will collect and respond to feedback on how it provides services to people with disabilities. Feedback from the public can be submitted in writing, by telephone, in person, in electronic format or through other methods.

The Board will also ensure that the feedback process on the provision of accessible customer service must be provided in alternative accessible formats and with communications supports upon request. Accessible formats and communication supports shall be provided in a timely manner that considers the person's accessibility needs due to their disability and at a cost that is no more than the regular cost charged to other persons.

In 2021, the Board received no public feedback on how it provides services to people with disabilities.

3. Background

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) came into effect on June 13, 2005. It was established to ensure that all Ontarians with disabilities have full and equal access to goods, services, facilities, accommodations, employment building structures and premises by 2025.

On July 1, 2016, all accessible standards under the AODA, including the Accessible Customer Service Standard, are now part of one regulation: the Integrated Accessibility Standards Regulation ("IASR") (O.Reg. 191/11). These standards are rules that businesses

and organizations in Ontario need to follow to identify, remove and prevent barriers so that people with disabilities will have more opportunities to participate in everyday life. The IASR includes five standards in information and communication; employment, transportation, design of public spaces and customer service. The Board amended its Accessible Customer Service Policy on January 25, 2017, to reflect these legislative changes.

4. Analysis

PUBLIC FEEDBACK PROCESS

The Board and the Chief of Police will ensure that the feedback process on accessible customer service is accessible to people with disabilities and will be provided in alternative accessible formats and communication supports upon request.

The Board and the Chief of Police will collect and respond to feedback on how it provides services to people with disabilities. Feedback from the public can be submitted in writing, by telephone, in person, in electronic format or through other methods. The Executive Director shall report to the Board annually on the public feedback process, including responses and actions.

5. Financial

Not applicable.

6. Conclusion

Further to section 9.3 of the Board's Accessible Customer Service Policy No. 04/09, the Executive Director is responsible for reporting to the Board annually on the Board's public feedback process, including responses and actions taken. The Board received no public feedback in 2021.

Approved for Submission: Mafalda Avellino
Executive Director

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