

**The Regional Municipality of York
Police Services Board**

Public Board Meeting
January 23, 2023

Report of the Chief of Police

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

1. Recommendation

That the Board receives 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 will provide an overview of the Integrated Accessibility Standard Regulation in accordance with Board Policy 01/13, and the Customer Service Standard's 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.

York Regional Police Procedure AI-345, *Accessibility for Ontarians with Disabilities Act*, is regularly updated to include any further provisions required by legislation. These updates are incorporated in the Region's annual Accessibility Plan report to the Accessibility Directorate of Ontario.

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 that are provided by York Regional Police to people with disabilities and accessibility issues are directed to the Equity and Inclusion Specialist of the Professionalism, Leadership and Inclusion office, 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 2022, there was no feedback from the public regarding York Regional Police's provision of goods and services to persons with disabilities.

5. Financial

Not applicable.

6. Conclusion

York Regional Police will continue to take actions in improving accessibility for those we serve. For 2023, York Regional Police is working to bring its website in alignment with AODA legislation – improving user experience and removing barriers to ensure that people with disabilities can access the information they need.

Accessible formats or communication supports are available upon request

Cecile Hammond
Acting Chief of Police

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