



GREATER SUDBURY POLICE SERVICE BOARD

SUBJECT: CUSTOMER SERVICE	POLICY NUMBER: PSB021
EFFECTIVE DATE: December 12, 2011	REVISED DATE: December 17, 2025
REPORTING REQUIREMENTS: As needed	

1.0 **GENERAL**

- 1.1 The Greater Sudbury Police Service Board and the Greater Sudbury Police Service are:
- a. Dedicated to providing quality service and policing in partnership with the Community;
 - b. Committed to superior and professional standards of performance; and
 - c. Committed to eliminating barriers and improving accessibility for persons with disabilities
- 1.2 This policy establishes basic principles for the provision of quality customer service as well as meeting the legislative requirements of the *Ontario Regulation 191/11: Integrated Accessibility Standards*, made under the *Accessibility for Ontarians with Disabilities Act, 2005*.

2.0 **DEFINITIONS**

ASSISTIVE DEVICE

Means a technical aid, communication device or medical aid that is used to increase, maintain, or improve the functional abilities of people with disabilities. Assistive Devices include, but are not limited to, wheelchairs, walkers, canes, oxygen tanks, hearing aids, etc.

DIGNITY

Means service is provided in a way that allows the person with a disability to maintain self-respect and is provided respect from other people.

DISABILITY

Means:

- 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 coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance of a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- b. A condition of mental impairment or 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*.

EQUAL OPPORTUNITY

Means service is provided to a person with a disability in such a way that they can access goods and Service equal to that given to others.

GUIDE DOG

Means a guide dog as defined in the *Blind Persons' Rights Act, 1990*, as a dog trained as a guide for a blind person and having qualifications prescribed by the Regulations.

INDEPENDENCE

Means when a person with a disability is able to do things on their own without unnecessary assistance or interference from others.

INTEGRATION

Means service is provided in a way that allows the person with a disability to benefit from the same Service, in the same place, and in the same or similar manner as other customers unless an alternate measure is necessary to enable a person with a disability to access goods or Service.

SERVICE ANIMAL

Means an animal used by a person with a disability where it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or the person provides a letter from a medical practitioner confirming that the person requires the animal for reasons relating to the disability.

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 Service.

3.0 POLICY STATEMENT

3.1 It is the policy of the Greater Sudbury Police Service Board and the Greater Sudbury Police Service that all members shall support the vision, mission and values of the Service by:

- a. Maintaining a professional appearance, deportment and dress in accordance with Service procedures;
- b. Treating all persons with dignity and respect;
- c. Being truthful, open and fair;
- d. Performing their duties with high ethical and moral standards;
- e. Promptly and courteously acknowledging all persons attending at reception areas within police facilities;
- f. Ensuring that all public inquiries are dealt with in a timely, courteous, competent and fair manner;
- g. Ensuring that all communications, including electronic mail, exhibit professionalism and are in accordance with Service procedures;
- h. Answering the main switchboard in a manner to indicate to the public that service is available in either official language;
- i. Providing callers with the option of having their calls transferred to another member or to voice mail when the specific member they are calling for is not available;
- j. Ensuring that all telephone and electronic mail messages are returned in a prompt and courteous manner and that the management of messages are in accordance with Service procedures;
- k. Ensuring that telephone voice mail greetings provide the option of contacting another individual, where available;
- l. Ensuring that all public complaints are dealt with in accordance with the *Community Safety and Policing Act* and Service procedures; and
- m. Providing French language Service in accordance with the Board's Policy.

3.2 Further, pursuant to the *O. Reg. 191/11: Integrated Accessibility Standards*, it is the policy of the Greater Sudbury Police Service Board and the Greater Sudbury Police Service that:

- a. All members, volunteers, agents and persons working on behalf of the Greater Sudbury Police Service shall provide service and assistance in a manner that respects the dignity, independence, integration and equality of opportunity of persons with disabilities;
- b. The provision of service and assistance to persons with disabilities shall be integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a person with a disability to obtain, use or benefit from Service/assistance;
- c. Persons with disabilities shall be given an opportunity equal to that given to others to obtain, use and benefit from policing Service;

- d. Persons with disabilities shall be allowed to utilize assistive devices within police facilities that are open to the public or other third parties to obtain, use or benefit from policing service. Should a person be unable to access policing service through the use of their own personal assistive device, alternate measures shall be undertaken which enable them to do so;
- e. When communicating with a person with a disability, members shall do so in a manner that takes into account the person's disability;
- f. Guide dogs or other service animals shall be allowed to accompany and stay with a person with a disability in the parts of police facilities that are open to the public or other third parties except where excluded by law from the premises;
- g. If a guide dog or service animal is excluded on the premises by law, alternate measures for persons with disabilities to access policing service shall be provided;
- h. A person with a disability shall be allowed to be accompanied by a support person, in parts of police facilities that are open to the public or other third parties and the person with the disability shall not be prevented from having access to the support person while on police premises;
- i. Members may require a person with a disability to be accompanied by a support person when within police facilities where the support person is necessary to protect the health or safety of the person with a disability or the health or safety of others within the facility;
- j. Where there is a temporary disruption in those facilities or service that people with disabilities rely on to access, in whole or in part, the Greater Sudbury Police Service shall give notice of the disruption to the public;
- k. Notices of disruption of service shall include information about the reason for the disruption, the anticipated duration and a description of alternative facilities or service, if any, that are available and the notice shall be posted at a conspicuous place within the affected facility and/or posted on the Service's website;
- l. Prisoners with disabilities who are brought into police custody shall be accommodated to the extent possible in accordance with Service procedures; and
- m. Documents required by the Regulation shall be made available to persons with disabilities upon request in a format that takes into account the person's disability.

3.3 Further, it is the policy of the Greater Sudbury Police Service Board that the Board will ensure that all its public meetings, functions, workshops and community events are held in locations that are accessible for people with disabilities and that a person with a disability shall be allowed to utilize assistive devices or be accompanied by a guide dog, service animal or support person when attending such events.

4.0 **CHIEF OF POLICE**

4.1 To support this policy, the Chief of Police shall:

- a. Ensure compliance of all members of the Service with this Policy;
- b. Establish procedures and processes that are consistent with this policy and *O. Reg. 191/11*;
- c. Monitor expenditures relating to accessible Service and report any need for funds during the annual budgeting planning process;
- d. Ensure that members, volunteers, agents and persons working on behalf of the Greater Sudbury Police Service receive training on customer service including a review of the purpose of the *Accessibility for Ontarians with Disabilities Act, 2005*, and the requirements of *O. Reg. 191/11* which includes;
 - i. How to interact and communicate with persons with various types of disabilities;
 - ii. How to interact with persons with disabilities who use an assistive device or require the assistance of a guide dog, other service animal or the assistance of a support person;
 - iii. How to use equipment or assistive devices available in police facilities or otherwise provided by the Service that may help with the provision of goods or Service to a person with a disability; and
 - iv. What to do if a person with a particular type of disability is having difficulty accessing the Service's goods or Service.
- e. Establish a process for receiving and responding to feedback on the manner in which the Greater Sudbury Police Service provides service to people with disabilities and make the information about the process readily available to the public; and
- f. Ensure that the documents required pursuant to *O. Reg. 191/11* are available to persons with disabilities upon request and that the information is provided in a format that takes into account the person's disability.