



GREATER SUDBURY POLICE SERVICE BOARD POLICY

SUBJECT: ACCESSIBILITY	POLICY NUMBER: PSB026
EFFECTIVE DATE: December 11, 2014	REVISED DATE: November 23, 2016 December 17, 2025
REPORTING REQUIREMENTS: Annually	

1.0 **LEGISLATIVE REFERENCE / AUTHORITY**

- 1.1 The *Accessibility for Ontarians with Disabilities Act (AODA)* was enacted into law by the provincial government in 2005 to ensure the development, implementation, and enforcement of accessibility standards in order to achieve accessibility for Ontarians with disabilities with respect to goods, Service, facilities, accommodation, employment, buildings, structures and premises.
- 1.2 *O. Reg. 191/11: Integrated Accessibility Standards* was enacted in 2011 and is a consolidation of accessibility standards in the following five areas: General, Information and Communications, Employment, Transportation, and the Built Environment. On July 1, 2016, the Regulation was expanded to incorporate accessibility standards for Customer Service previously governed by Ontario Regulation 429/07 which was revoked.
- 1.3 Section 1 of the Ontario *Human Rights Code* states that “Every person has a right to equal treatment with respect to Service, goods and facilities, without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability”.
- 1.4 Section 38(1)(a) of the *Community Safety and Policing Act* states that the Board shall establish policies for the the administration of the police service. This policy provides direction with regard to the provision of service to persons with disabilities by the Greater Sudbury Police Service.

2.0 POLICY STATEMENT

- 2.1 The Greater Sudbury Police Service Board and the Greater Sudbury Police Service are committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to programs, services, goods, and facilities provided by the Board and the Service that respects a person's dignity and independence.
- 2.2 The Greater Sudbury Police Service Board and the Greater Sudbury Police Service are dedicated to providing quality customer service. 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.
- 2.3 The Greater Sudbury Police Service Board shall 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.
- 2.4 This policy establishes basic principles for achieving and maintaining accessibility by meeting the legislative requirements of *Ontario Regulation 191/11*.

3.0 DEFINITIONS

ACCESSIBLE FORMATS

Means accessible formats that may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

ACCESSIBILITY PLAN

Means a multi-year plan approved by the Greater Sudbury Police Service Board and made available to the public that outlines the Service's strategy to prevent and remove barriers to meet the requirements of the *O. Reg. 191/11: Integrated Accessibility Standards*.

AODA

Means the *Accessibility for Ontarians with Disabilities Act*.

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.

BARRIER

Means anything that prevents a person with a disability from fully participating in all aspects of society because of their disability, including physical, architectural, information and communications, attitudinal, technological, and organizational barriers:

- a. Physical and architectural barriers are features of buildings or spaces that cause problems for persons with disabilities;
- b. Information and Communication barriers arise when a person cannot easily understand information;
- c. Attitudinal barriers are those assumptions and actions that discriminate against persons with disabilities;
- d. Technological barriers occur when a technology is not designed to support various assistive devices; and
- e. Organizational barriers are an organization's policies, practices, or procedures that discriminate against people with disabilities.

COMMUNICATIONS

Means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

COMMUNICATIONS SUPPORTS

Means communications supports that may include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

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*.

INFORMATION

Means data, facts, and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.

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* 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.

KIOSK

Means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more service or products, or both.

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 regulated 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.

UNCONVERTABLE

Means information or communications where it is not technically feasible to convert the information or communications or the technology to convert the information or communications is not readily available.

4.0 INTEGRATED ACCESSIBILITY STANDARDS

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

- a. Establish an Accessibility Plan and post the Plan on the Corporate Website and provide the Plan in an accessible format upon request;
- b. Prepare an annual status report on the progress of measures taken to implement the Accessibility Plan, including steps taken to comply with the Regulation;
- c. Post the status report on the Corporate Website and provide the report in an accessible format upon request;
- d. Review and update the Accessibility Plan at least once every five years;
- e. Ensure that policies governing how the Board and the Service shall meet its requirements under *Ontario Regulation 191/11* are available in an accessible format, upon request;
- f. Ensure the provision of or arrange for the provision of accessible formats or communication supports to persons with disabilities, upon request, and ensure that the person making the request is consulted. Information shall be provided in a timely fashion and at a cost that is no more than the regular price charged to others. If the Service is unable to convert the requested information or communication a written explanation shall be provided to the person making the request;
- g. Have regard to the accessibility for persons with disabilities when designing, procuring, or acquiring goods, service, self-service kiosks, or facilities except where it is not practicable to do so. Where it is not practicable to do so, a written explanation shall be provided, upon request;
- h. Ensure that members, volunteers, agents, and persons working on behalf of the Greater Sudbury Police Service receive training on the requirements of *Ontario Regulation 191/11* and on the *Ontario Human Rights Code* as it pertains to persons with disabilities;
- i. Ensure that training is appropriate to the duties of members, volunteers and other persons and is provided as soon as practicable;
- j. Ensure that training records are maintained which includes the dates on which the training was provided and the number of individuals to whom it was provided;
- k. Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing or arranging for the provision of accessible formats and communications supports upon request;
- l. Ensure the public is notified about the availability of accessible formats and communications supports;
- m. Ensure that any emergency procedures, plans or public safety information that is made available to the public is provided in an accessible format or with appropriate communications supports as soon as practicable upon request;

- n. Ensure the Corporate Website content conforms with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 in accordance with the schedule set out in *Ontario Regulation 191/11*;
- o. Ensure an accessible work environment across the employment cycle in accordance with existing requirements under the Ontario *Human Rights Code* and the provisions of Part III of *Ontario Regulation 191/11*;
- p. Ensure that when designing public spaces, the designs comply with the provisions of Part IV.1 of *Ontario Regulation 191/11*;
- q. Monitor expenditures relating to accessible Service and report any need for funds during the annual budgeting planning process;
- r. Establish procedures and processes that are consistent with this policy and *Ontario Regulation 191/11*; and
- s. Ensure compliance of all members of the Service with this policy.

5.0 CUSTOMER SERVICE STANDARDS

- 5.1 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. 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.
- 5.2 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.
- 5.3 Persons 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.
- 5.4 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.
- 5.5 Where there is a temporary disruption in those facilities or services 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.
- 5.6 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.

- 5.7 Prisoners with disabilities who are brought into police custody shall be accommodated to the extent possible in accordance with Service procedures.
- 5.8 Documents required by *Ontario Regulation 191/11* shall be made available to persons with disabilities upon request in a format that takes into account the person's disability.
- 5.9 To support this policy, the Chief of Police shall:
 - a. Ensure 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. Ensure 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. Ensure that persons with disabilities shall be given an opportunity equal to that given to others to obtain, use, and benefit from policing service;
 - 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 AODA and the requirements of *Ontario Regulation 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 services.
 - 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;
 - f. Ensure that the documents required pursuant to *Ontario Regulation 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;
 - g. Monitor expenditures relating to accessible service and report any need for funds during the annual budgeting planning process;

- h. Ensure compliance of all members of the Service with this Policy; and
- i. Establish procedures and processes that are consistent with this policy and *Ontario Regulation 191/11*.