



North Bay Police Service  
*Accessibility*



*Multi Year Plan*  
*2013 - 2017*

## Policy Statement

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The North Bay Police Service is committed to treating all people in a way that respects their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

## Guiding Legislation

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The *Ontarians with Disabilities Act, 2001* (ODA) ensures that public organizations incorporate accessibility planning into their operations and facilities and document such actions within an accessibility plan. In 2005, a second piece of legislation, the *Accessibility for Ontarians with Disabilities Act* (AODA) was enacted to further qualify the ODA and serve as a framework for the establishment of accessibility standards in five areas: customer service, employment, transportation, information & communications, and the built environment. The standards support the principles of the AODA to ensure dignity, integration, independence and equal opportunity and each have specific timelines for implementation. Compliance with the AODA is required by both public and private sector organizations.

Regulations made under the Act require small and large organizations in both the public and private sectors to meet the developed standards with a goal of attaining accessibility by the year 2025.

**Customer Service – Ontario Regulation 429/07:** This standard was the first under the AODA to become law. It ensures that people with disabilities can receive goods and services in a manner that takes into account one's disability.

**Integrated Accessibility Standards – Ontario Regulation 191/11:** Three of the five accessibility standards comprise the recently enacted IASR. These standards will ensure accessibility in the areas of information & communications, employment and transportation. These requirements build on the Accessibility Standards for Customer Service which is already in force.

The North Bay Police Service, through this Multi-year Accessibility Plan, will address barriers to accessibility related to the Standards identified in this Regulation.

A number of initiatives have already been completed or are in progress, with others planned for the future. This plan will provide information on how the Service will prevent and remove barriers to accessibility and meet its obligations under the Integrated Accessibility Standards regulation.

## Definitions

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### **Accessible Formats:**

May include, but are not limited to large print, recorded audio and electronic formats, braille and other formats useable by persons with disabilities.

### **Assistive Device:**

Any auxiliary tool, aid, technology or other mechanism that enables a person with a disability to do everyday tasks and activities such as moving, communicating or lifting; assists in accessing goods, services or information and helps the person to maintain their independence. Examples include but are not limited to: communication aids, cognition aids, personal mobility aids, and medical aids.

### **Barrier:**

Anything that prevents a person with a disability from fully participating in all aspects of society due to his/her disability including a physical barrier, an architectural barrier, an information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”).

### **Communications:**

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

### **Communications Supports:**

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

### **Conversion Ready:**

An electronic or digital format that facilitates conversion into an accessible format.

**Disability:**

- (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 co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device;
- (b) a condition of mental impairment or a 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*; (“handicap”).

**Information:**

Includes data, facts and knowledge that exist in any format, including text, audio, digital or images, that convey meaning.

**Ontario Human Rights Code:**

A provincial law in Ontario that gives all citizens equal rights and opportunities without discrimination in specific areas such as employment, housing and services.

**Standard:**

The criterion establishing what a person or organization must accomplish to achieve the minimum level of compliance. Accessibility Standards will be legislated by way of Ontario Regulations pursuant to the AODA.

**Web Content Accessibility Guidelines (WCAG):**

International guidelines to ensure consistent web accessibility; the World Wide Web Consortium recommendation, dated December 2008, entitled “Web Content Accessibility Guidelines” (WCAG) 2.0.

# Accessibility Plan

Under the *Integrated Accessibility Standards* regulation, the North Bay Police Service is considered a large (50 or more employees) obligated organization. This status determines what requirements under the regulation the Service must meet and when those requirements need to be met.

The *Integrated* regulation divides the standards into four parts: General Standards; Information and Communication Standards, Employment Standards; and Transportation Standards. Those standards applying to the North Bay Police Service are listed below, along with the action that has or will be taken to meet the standard.

## Part I – General Standards

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<i>Establishment of accessibility policies</i> Develop, implement and maintain policies governing how accessibility will or has been achieved in relation to the requirements of the Regulation, including a statement of commitment to meet accessibility needs of persons with disabilities in a timely manner. Documents are to be publicly available and in an accessible format upon request.	3	January 1, 2013	<ul style="list-style-type: none"> <li>Standard Operating Procedure: Accessibility Standard – Integrated Accessibility AI-NBPS-034</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>Human Resources</li> <li>Quality Assurance</li> </ul>
2	<i>Accessibility Plans</i> Establish, implement, maintain and document a multi-year accessibility plan, which outlines strategy to prevent and remove barriers. Plan to be reviewed and updated at least once every 5 years. Annual status report on progress to be	4	January 1, 2013	<ul style="list-style-type: none"> <li>Develop multi-year accessibility plan</li> <li>Present plan</li> <li>Post plan on website</li> <li>Track activities in support of achieving plan</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>Human Resources</li> <li>Quality Assurance</li> </ul>

Item	Standard	Section	Compliance Date	Action	Compliant?
	completed. Plan to be posted on public website and provided in accessible format upon request.				
3	<i>Procuring or acquiring goods, services or facilities</i> Incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so. In such a case, an explanation as to why it is not practicable shall be provided upon request.	5	January 1, 2013	<ul style="list-style-type: none"> <li>• Incorporate standard into SOP AI-NBPS-008 Requisition for and Issuance of Purchase Orders</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Quality Assurance</li> </ul>
5	<i>Training</i> Training on the requirements of the accessibility standards in the Integrated Accessibility Standard Regulation and on the Human Rights Code as it pertains to persons with disabilities is to be provided to all employees, and volunteers. Training shall be appropriate to the duties of the employees and volunteers. Record of the training to be kept.	7	January 1, 2014	<ul style="list-style-type: none"> <li>• Develop training.</li> <li>• Conduct training.</li> <li>• Records of the training to be maintained.</li> </ul>	In progress  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Quality Assurance</li> </ul>

Part II – Information and Communications Standards

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<i>Feedback</i> Process for receiving and responding to feedback ensuring processes are accessible by providing or arranging for provision of accessible formats and communication supports upon request. The public must be notified of the availability of such formats and supports.	11	January 1, 2014	<ul style="list-style-type: none"> <li>• Provide public notice of the availability of accessible formats and communication supports on the North Bay Police Service website and other locations as appropriate.</li> <li>• Review feedback processes for functionality and compile results annually for review.</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Quality Assurance</li> </ul>
2	<i>Accessible formats and communication supports</i> Upon request provide or arrange for the provision of accessible formats and communication supports in a timely manner taking into account the requestors accessibility needs at a cost not exceeding the regular cost charged to others. Consult with the requestor as to the suitability of the accessible format or communication support.	12	January 1, 2015	<ul style="list-style-type: none"> <li>• North Bay Police Service members to be trained on this requirement.</li> <li>• Consult with requestors and provide accessible formats and supports as necessary.</li> <li>• Offer individualized response to request.</li> <li>• Identify range of possible formats and supports available and inform employees on how to provide in consultation with requestor.</li> <li>• Notify public of availability.</li> </ul>	In progress  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Quality Assurance</li> </ul>
3	<i>Emergency Procedures, Plans or Public Safety Information</i> Any emergency procedures, plans or public safety information made available to the public must be made available in an accessible format and/or with communication supports as soon as practicable upon request.	13	January 1, 2012	<ul style="list-style-type: none"> <li>• Emergency Plans for the City of North Bay and Callander are available on the respective municipality websites.</li> <li>• Public safety information produced by the North Bay Police will be made available in an accessible format and/or with communication supports upon request.</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> <li>• Quality Assurance</li> </ul>

Item	Standard	Section	Compliance Date	Action	Compliant?
4	<i>Accessible websites and web content (part 1)</i> Internet content and web content are to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A	14	January 1, 2014	<ul style="list-style-type: none"> <li>• Ensure website conforms.</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> </ul>
5	<i>Accessible websites and web content (part 2)</i> Internet content and web content are to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA, except where not practicable.	15	January 1, 2021	<ul style="list-style-type: none"> <li>• Ensure website conforms.</li> <li>• Training reference labeling images uploaded to website to ensure conforms to Level AA requirements.</li> </ul>	In progress  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> </ul>

### Part III – Employment Accessibility Standards

Note: Applies in respect to employees. Does not apply in respect to volunteers or other non-paid individuals.

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<i>General Recruitment</i> Notify employees and the public about the availability of accommodation in the recruitment process.	22	January 1, 2014	<ul style="list-style-type: none"> <li>• Notice to be added to internal / external posting.</li> <li>• Notice to be placed on North Bay Police Service website “Careers” section.</li> </ul>	In progress  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> </ul>
2	<i>Recruitment, Assessment or Selection Process</i> Notify job applicants when they are selected to participate in an assessment or selection process that accommodations are available upon request in relation	23	January 1, 2014	<ul style="list-style-type: none"> <li>• Notice to be added to internal / external posting.</li> <li>• Notice to be placed on North Bay Police Service website “Careers” section.</li> <li>• Selected applicants advised of availability of accommodations.</li> </ul>	In progress  <u>Responsibility</u> <ul style="list-style-type: none"> <li>• Human Resources</li> </ul>



Item	Standard	Section	Compliance Date	Action	Compliant?
	to the materials or processes to be used. Employers must consult with selected applicants who request accommodation and provide or arrange for suitable accommodation.			<ul style="list-style-type: none"> <li>Applicants with disabilities receive appropriate accommodations.</li> <li>Review and update Standard Operating Procedure on Recruitment.</li> </ul>	
3	<i>Notice to successful applicants</i> Offers of employment include notification of accommodation policies	24	January 1, 2014	<ul style="list-style-type: none"> <li>Include information on accommodation policies in job offer to successful applicant.</li> </ul>	In progress  <u>Responsibility</u> • Human Resources
4	<i>Informing employees of supports</i> Inform employees about polices to support employees with disabilities, as well as information on accommodation.	25	January 1, 2014	<ul style="list-style-type: none"> <li>Review and update Standard Operating Procedures on Accommodation.</li> <li>Notice to employees of policies to support employees with disabilities, and accommodation.</li> <li>Add to Orientation Program</li> </ul>	In progress  <u>Responsibility</u> • Human Resources
5	<i>Accessible formats and communication supports for employees</i> Where requested by a disabled employee, consult with the employee to provide accessible formats and communication supports for information needed by the employee to perform the employee's job	26	January 1, 2015	<ul style="list-style-type: none"> <li>Provide notice to employees through Standard Operating Procedure on Integrated Accessibility Standard.</li> <li>Include in training on Integrated Accessibility Standard.</li> </ul>	In progress  <u>Responsibility</u> • Human Resources
6	<i>Workplace emergency response information</i> Individualized workplace emergency response information to disabled employees if necessary based on the type of	27	January 1, 2012	<ul style="list-style-type: none"> <li>Employee Workplace Emergency Response Plan Guide developed.</li> <li>Employee Workplace Emergency Response Plan Form developed.</li> <li>Employees notified of procedures in relation to Employee Workplace</li> </ul>	Yes  <u>Responsibility</u> • Human Resources

Item	Standard	Section	Compliance Date	Action	Compliant?
	<p>the disability if the employer is aware of the need for accommodation. Such information may be shared with a person designated by the employer to provide assistance to the disabled employee if the employee consents. The emergency response information must be reviewed each time the disabled employee moves locations within the organization or has overall accommodation needs or plans reviewed.</p>			<p>Emergency Response Plans.</p>	
7	<p><i>Documented individual accommodation plans</i> Employers shall develop and have in place a written process for developing individual accommodation plans for employees with disabilities. The process must include elements listed in Section 28 (2) and (3) of the ISAR.</p>	28	January 1, 2014	<ul style="list-style-type: none"> <li>• Review Standard Operating Procedures on Accommodation, ensuring elements listed in Section 28 (2) and (3) are included.</li> <li>• Notify employees of any changes.</li> </ul>	<p>In progress</p> <p><u>Responsibility</u></p> <ul style="list-style-type: none"> <li>• Human Resources</li> </ul>
8	<p><i>Return to work process</i> Develop and have in place a return to work process for employees who have been absent due to disability and who require disability related accommodations to return to work, including documentation of the process. The process shall outline the steps that will be taken to facilitate the return to work and use</p>	29	January 1, 2014	<ul style="list-style-type: none"> <li>• Review Standard Operating Procedures on Accommodation including return to work processes and incorporate these process/requirements.</li> <li>• Notify employees of any changes.</li> </ul>	<p>In progress</p> <p><u>Responsibility</u></p> <ul style="list-style-type: none"> <li>• Human Resources</li> </ul>

Item	Standard	Section	Compliance Date	Action	Compliant?
	documented individual return to work plans.				
9	<i>Performance management, career development and advancement, redeployment</i> Performance management, career development and advancement, and redeployment processes shall take into account the accessibility needs of employees with individual accommodation plans.	30 31 32	January 1, 2014	<ul style="list-style-type: none"> <li>Review Standard Operating Procedures on Accommodation, Performance, and Transfers and incorporate accessibility needs of employees with individual accommodation plans.</li> </ul>	In progress  <u>Responsibility</u> <ul style="list-style-type: none"> <li>Human Resources</li> </ul>

#### Part IV – Transportation Standards – Taxicabs

Item	Standard	Section	Compliance Date	Action	Compliant?
1	<i>Duties of Municipalities, accessible cabs</i> Consult with Municipal Accessibility Advisory Committee, the public and persons with disability to determine proportion of on-demand accessible taxi-cabs required in the community	79	January 1, 2013	<ul style="list-style-type: none"> <li>Attended Municipal Advisory Committee meeting.</li> <li>Status quo at this time – one accessible taxi.</li> <li>Committee will follow up in September.</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>Traffic</li> </ul>
2	<i>Taxicab Fees/Fares</i> Owners and operators of taxicabs are prohibited from charging additional fees or fares for persons with disabilities than that charged for other persons, including for the storage of	80	January 1, 2011	<ul style="list-style-type: none"> <li>As per By-law</li> </ul>	Yes  <u>Responsibility</u> <ul style="list-style-type: none"> <li>Traffic</li> </ul>

Item	Standard	Section	Compliance Date	Action	Compliant?
	mobility aids or devices.				
3	<i>Taxicab registration and identification (part 1)</i> Taxicab owners and operators must place vehicle registrations and identification information on the rear bumper of their taxicabs.	80	January 1, 2012	<ul style="list-style-type: none"> <li>Review taxicab by-law</li> </ul>	Yes  <u>Responsibility</u> •Traffic
4	<i>Taxicab registration and identification (part 2)</i> Taxicab owners and operators must make vehicle registration and identification information available in an accessible format to persons with a disability.	80	January 1, 2012	<ul style="list-style-type: none"> <li>Letter sent to taxicab company owners to advise of requirement</li> </ul>	Yes  <u>Responsibility</u> •Traffic