

**Report to / Rapport au:**

**OTTAWA POLICE SERVICES BOARD  
LA COMMISSION DE SERVICES POLICIERS D'OTTAWA**

**25 January 2021 / 25 janvier 2021**

**Submitted by / Soumis par:**

**Chief of Police, Ottawa Police Service / Chef de police, Service de police d'Ottawa**

**Contact Person / Personne ressource:**

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**SUBJECT: OTTAWA POLICE SERVICE ACCESSIBILITY FOR ONTARIANS WITH  
DISABILITIES ACT STATUS REPORT**

**OBJET: RAPPORT D'ÉTAPE DU SERVICE DE POLICE D'OTTAWA  
CONCERNANT LA LOI SUR L'ACCESSIBILITÉ POUR LES  
PERSONNES HANDICAPÉES DE L'ONTARIO**

**REPORT RECOMMENDATIONS**

**That the Ottawa Police Services Board receive this report for information.**

**RECOMMANDATIONS DU RAPPORT**

**Que la Commission de services policiers d'Ottawa prenne connaissance du  
présent rapport à titre d'information.**

**BACKGROUND**

The Ottawa Police Service (OPS) has implemented a Multi-Year Accessibility Plan in place in order to ensure we are in compliance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) requirements. We remain up-to-date and continue to meet all requirements.

Creating communities where every person can participate fully is important for people, businesses and community life. This Accessibility Status Report is an update of the measures taken in improving accessibility under the AODA by the OPS since the January 28, 2019 Police Services Board meeting.

In 2019, a number of initiatives were implemented, including:

- Review and update of the Multi-Year Accessibility Plan. This plan is in place 2020-2025.
- Review of all OPS accessibility policies and procedures.
- Review of all website content, which was updated to meet and exceed industry standards.
- All accessibility forms and applicable public-facing forms were rebuilt in an accessible format.
- Completed the Accessibility Compliance Report for submission to the Accessibility Directorate of Ontario; we are in full compliance.
- Continued awareness and distribution of [Ontario Provincial Police/Deaf Ontario visitor cards](#) to OPS patrol members, Front Desk Services, and Community Police Centres to assist a person who is deaf or hard of hearing to communicate with a police officer.

This robust review of all public-facing documents and website meant only minor updates during 2020, where we met provincial requirements.

## **DISCUSSION**

### **Compliance Status**

The OPS is in compliance with all currently applicable accessibility requirements under the AODA. We continue to seek opportunities to go above and beyond required legislation in order to lead to a culture of accessibility within the organization.

In 2020, we:

- Continued to respond to public requests or complaints relating to AODA functionality.
- Completed the rehabilitation of elevators and lobby at 474 Elgin Street to incorporate AODA elements like enhanced signage with contrast/colours and automated door openers.
- Completed steps to ensure web compliance going forward in order to maintain AODA requirements.
- Engaged a third-party specialist to assist in the review of AODA compliance on the OPS website and remedy any issues;
- Had staff review best-practices tutorials provided by the AODA specialist;

- Continued to develop and monitor documents and graphic designs to ensure compatibility with accessibility requirements;
- Continued to make mandatory training available for all new employees;

### **Next Steps**

The OPS website infrastructure is currently compliant with AODA legislation and WCAG best practices for Accessibility. In 2021, improvements will be undertaken to review and amend any existing maintenance issues on the website, including remediating existing pdf documents to improve accessibility.

### **Multi-Year Accessibility Plan**

As required under the AODA, the OPS reviewed and updated its Multi-Year Accessibility Plan in 2019. The Plan must be reviewed at least once every five years to ensure that the OPS is on track to meeting the requirements under the Integrated Accessibility Standards Regulation (IASR). The OPS's first Multi-Year Accessibility Plan came into effect in 2014. The second Multi-Year Accessibility Plan will from 2020 to 2025.

As a public sector organization, an Accessibility Compliance Report must be submitted to the Accessibility Directorate of Ontario every two years, with the most recent report submitted at the end of 2020.

### **CONCLUSION**

This report summarizes the AODA activities undertaken since January 1, 2020. The OPS continues to engage in activities that support the OPS' primary accessibility objective of ensuring that OPS programs, services and facilities are inclusive and accessible for all persons with disabilities and respond to our evolving community needs.