



Accessibility Standard for Customer Service

PRP- AI - 004

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Policy Statement

It is the policy of the Regional Municipality of Peel Police Services Board that the requirements set out in this document shall form part of the Board Policies and the Chief of Police is hereby directed to comply with these requirements in the administration and operation of the Peel Regional Police.

1. Subject

The guiding principles under which the Board and Chief of Police is to establish procedures and processes regarding obligations under the Accessibility for Ontarians with Disabilities Act, (AODA) 2005, *Ontario Regulation 429/07 Accessibility Standards for Customer Service*.

2. Specific Definitions

AODA Act

Means the Accessibility for Ontarians with Disabilities Act, 2005.

Assistive Devices

Means any device that is designed, made or adapted to assist a person to perform a particular task, such as, canes, crutches, walkers, and wheelchairs. This also includes aids to assist in other physical functions including, but not limited to hearing, seeing, or breathing.

Board

Means the Regional Municipality of Peel Police Services Board.

Chief

Means Chief of Police for Peel Regional Police.

Disability

As defined in the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11 and the Human Rights Code, R.S.O. 1990, c.H. 19, as follows:

- 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 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; and
- 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.

Integrated Service

Means service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar manner as other customers without disabilities.

Members

Means an employee of the Regional Municipality of Peel Police Services Board.

Service Animal

As defined in the Accessibility Standards for Customer Service, O. Reg. 429/07 as follows:

An animal is a service animal for a person with a disability if:

- a) It is readily apparent that the animal is used by the person for reasons relating to his/her disability; or
- b) The person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability.

Service animals are, but not limited to guide dogs, hearing dogs, seizure response dogs or any other certified service animal.

Support Person

Means in relation to a person with a disability, another person who accompanies him/or in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

3. Policy Requirements

The Board directs that this policy and any police service directive and/or procedure relating to Accessibility Standard for Customer Service be based on the following principles:

1. That it is in compliance with Ontario Regulation 429/07 under the Accessibility for Ontarians with Disabilities Act, 2005;
2. That members act with full respect for human dignity and according to professional standards of skill, integrity and accountability; and
3. That it provides persons with disabilities the following:
 - a. Service in a respectful and dignified manner;
 - b. Respect for their independence in supporting their freedom of choice and respecting their right to safety and personal privacy;
 - c. Integrated services to allow people with disabilities to benefit from the goods and services in the same manner as people without disabilities;
 - d. Equity and equality of outcome which is the same as that for persons without disabilities; and
 - e. Communication in a manner that takes into account the person's disability.
4. The Board will ensure that:

- a. Public documents or the information contained in the document, upon request, be provided in a format that takes into account the person's disability; and
- b. Meetings involving the public will be held at facilities that are physically accessible to people with disabilities.

5. Assistive Devices

Persons with disabilities shall be permitted to obtain, use or benefit from goods and services through the use of their own assistive devices. In the event a person with a disability is hindered from accessing goods or services and after consulting with the person, other means of assistive measures shall be available such as but not limited to temporary access to other assistive devices or a Support Person.

The Chief of Police shall ensure means of accommodating the use of assistive devices with respect to disabled persons in-custody in accordance with *Ontario Regulation 429/07*.

6. Service Animal

A service animal accompanying persons with disabilities shall be permitted entry to all public areas to allow the persons with disabilities access to service, programs or goods, unless the animal is otherwise excluded by law.

Should the animal be prohibited from entry to a secure area, food preparation area (*as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7*) consideration shall be given to alternate accommodations such as but not limited to:

- a) Alternate meeting format, such as teleconference where technology permits;
- b) Delivery of service at an alternate time or location; and
- c) Any other assistive measures available to deliver a good or service to ensure equality of outcome

The Chief of Police shall ensure means of accommodating service animals with respect to disabled persons in-custody in accordance with *Ontario Regulation 429/07*.

7. Support Person

A Support Person accompanying persons with disabilities shall be permitted entry to all public areas to allow the persons with disabilities access to service, programs or goods while on the premises only if the Support Person is necessary to protect the health or safety of the person with a disability or the health or safety of others on the premises.

In keeping with the Region of Peel's Accessible Customer Service Policy G00-18:

1. If admission to an event is permitted and fees are payable to a third party, the Support Person is permitted to attend the event at their own cost; and
2. If admission to an event is permitted and fees are payable to the Peel Police Services Board and/or Peel Regional Police, the Support Person is permitted to attend at no cost.

The Chief of Police shall ensure means of accommodating a Support Person with respect to disabled persons in-custody in accordance with *Ontario Regulation 429/07*.

8. Notice of Service Disruptions

Temporary or partial disruption that would limit a person with a disability from gaining access to the services or facilities will be communicated by public notice. The notice will include the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if available.

Notification shall be done through signage posted in the appropriate places and through the Board's website, Peel Regional Police website and/or by any other method deemed reasonable and necessary in the circumstances.

9. Training

All Board members, Board employees, members of Peel Regional Police who deal with the public, as well as third parties who act on behalf of the Board and Peel Regional Police and any individual that is involved in policy development, procedures and practices governing the provision of goods and services will receive training on accessible customer service. Training will be provided as soon as practical once the member/employee commences his/her duties.

Training as required by the *AODA Act* will include the following:

- a) A review of the *Accessibility for Ontarians with Disabilities Act* and the requirements of the Customer Service Standard;
- b) How to interact and communicate with persons with disabilities;
- c) How to interact with persons with disabilities who use assistive devices or require assistance of a guide dog or other services animal, or support person;
- d) How to use equipment or devices available on the premises or otherwise provided that may help with the provision of services to a person with a disability; and
- e) What to do if a person with a particular type of disability is having difficulty accessing the services.

Training records shall be maintained, including dates when training is provided and the number of employees who received training.

Training will be revised and provided on an ongoing basis in keeping with changes to the policies, practices and procedures governing the provision of goods and services to persons with disabilities.

10. Feedback

Feedback about the manner in which services are provided to persons with disabilities is invited and may be received in person, by telephone, in writing, email and fax.

Feedback received will be provided with a response in the format in which the feedback was received outlining actions deemed appropriate, if any.

4. Measurement Methods

The Board and the Chief of Police, shall regularly review and assess the effectiveness of Accessibility Standards for Customer Service policy and police directives respectively to ensure compliance with legislative requirements.

5. Reporting

The Chief of Police shall:

- a) Report on an exception basis. This applies to those circumstances where an inquiry or investigation under this policy may result in an “exceptional” circumstance, or a circumstance which may be considered detrimental to the police service; and/or has significant issues of potential liability to the Board and the police service; and
- b) Include information on compliance in accordance with the *AODA Act* in the Annual Performance Report provided to the Board as part of the Board’s regular agenda and thus ensure the availability of the report to the community.

6. Authority/Legislative Reference

Accessibility for Ontarians with Disabilities Act (AODA) 2005
Accessibility Standards for Customer Services, O. Reg. 429/07
Ontario Police Services Act, R.S.O. 1990, section 31(1)
Ontario Human Rights Code, R.S.O. 1990, c. H. 19
Board Minute: #61/12
Board Minute: # 60/15

7. Linkage to Appropriate Police Service Procedure/Directive

I-A-605 (F) –Customer Service Standard under the AODA