



York Regional Police

Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1095 officers and 352 civilian members. We maintain headquarters and support facilities in each of our five police districts, delivering community based policing, investigative and specialized services to both urban and rural communities. The organizational structure includes Operational and Administrative Branches which oversee Uniform, Investigative, Support, Information, Financial, Human Resource, Professional Development, and Community Services.

As the Region's population continues to grow, there will be pressure on infrastructure and service providers resulting from the expectations of our citizens. As we consider the significant population growth it is important to realize that persons with disabilities number over 15 percent of our population. They suffer substantial disadvantages and exclusion from the mainstream of society. They face numerous barriers in gaining access to and fully participating in important activities such as jobs, access to information/communication, education at all levels, public transit, and the use of goods, services, and facilities that the public usually enjoys. These unfair barriers can be physical, technological, bureaucratic, legal, or attitudinal.

People with disabilities are a part of the diverse composition of the population we serve. The legitimate needs of all persons drive the need for responsive public services that enhance quality of life. Members of York Regional Police understand the importance of inclusion and will continue to develop strategies and programs that facilitate access to policing services.

Our Customers

The customers of the York Regional Police include all citizens, businesses located in and visitors to York Region. Providing quality policing services requires a concerted effort to ensure the protection of all citizens, giving specific attention to vulnerable groups and locations in our communities.

Accessibility Statement

York Regional Police will evaluate accessibility as it relates to disabled persons requiring policing services regardless of the event(s) giving rise to the need for interaction. Education, outreach programs, communication strategies, human resource practices, and criminal investigations will all be reviewed as a precursor to implementing necessary changes that reflect our desire to effectively deal with our clients.

Accessibility Achievements – 2003 / 2004

Barrier Identified¹	Barrier Type²	Disability Type³	How the barrier was addressed⁴
Practice: 9-1-1 emergency calling capability for deaf, deafened, or hard of hearing	Policy /Practice	Sensory	Communications staff routinely monitor frequency of TTY calls and converse with associations for deaf, deafened, and hard of hearing
Practice: 9-1-1 call taker ability to handle TTY calls and successfully move them to downstream agencies	Policy/ Practice	Sensory	Conducted comprehensive review of current training methods to ensure call takers ability to handle TTY calls and successfully move them to downstream agencies
Practice: Need to deal with members requiring accommodation due to incapacitating experiences	Policy/ Practice	Physical/ Cognitive	Comprehensive review of Human Resource policies and procedures was carried out to reflect the need to deal with members requiring accommodation due to incapacitating experiences
Practice: Facility design, build and renovations	Architectural	Physical	Reviewed all current and future design work on all new construction, existing facilities, and renovation projects to ensure all comply with ODA requirements and best practices
Practice: Holding Community Forums at various facilities.	Policy/Practice	Physical	Accessibility parameters of facilities are taken into consideration for all Community Forum meetings
Policy: First responders dealing with individuals with a disability at an incident	Policy/Practice	Physical/Cognitive	On-going review of first responder training with respect to managing the needs of a person with a disability at the scene of an incident

¹ Give a description of the barrier and indicate where the barrier was found. For example: was the barrier in a program, service, by-law, policy, practice or facility?

² Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

³ Indicate the type(s) of disability affected by the barrier (physical, sensory, cognitive or other).

⁴ Describe the action taken to identify, remove or prevent the barrier.

Barrier Identified¹	Barrier Type²	Disability Type³	How the barrier was addressed⁴
Policy: Dealing with victims of crime who have a disability after an incident	Policy/Practice	Physical/Cognitive	On-going review of current information available to victims of crime to ensure it is available in various formats
Policy: Information available in the public domain is accessible for people with disabilities	Policy/Practice	Sensory/Cognitive	On-going review of all pre-printed brochures and York Regional Police (YRP) web site information for content and presentation style
Policy: Location of workplace under physical control of YRP	Policy/Practice	Physical/Cognitive	Offered as required on an 'as needed basis' subject to security
Practice: Testing of candidates being considered for employment	Policy/Practice	Physical/Cognitive	Appropriately designed work space to conduct desktop exercises

Barrier Identification for 2005

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (When will this be completed)
Policy: Dealing with emotionally disturbed persons	Comprehensive review of current policy to ensure it meets all requirements of legislation and medical best practices	1 st quarter 2005 due to timing of Provincial funding
Policy: Dealing with deaf, deafened, or hard of hearing at any incident attended by police	Review current capabilities with respect to sign language skills	1 st quarter 2005
Policy: Information collection on pre-printed or electronic forms	Review forms commonly used by the public to convey information to the police	1 st quarter 2005

⁵The timing for addressing a barrier does not necessarily have to be set within 2005. The nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.

Barriers That Will Be Addressed for 2005

Barrier identified ⁸	Barrier type ⁹	What will be gained by removing or preventing this barrier? ¹⁰	Means to prevent/remove the barrier ¹¹	Indicators of success ¹²	Timing (When will this be completed?) ¹³
Practice: Pre-hire testing and interviewing process	Informational and attitudinal	Review all testing and interviewing guidelines to ensure there are no inherent obstacles to people with disabilities applying for work	Comprehensive review of all testing and interviewing guidelines to ensure 'best practices' applied to people with disabilities applying for work	Establishing comprehensive accessibility guidelines	1 st quarter 05
Practice: Signage at police facilities	Informational/Communicational	Comprehensive review of all signage inside and out of existing police facilities to ensure appropriate exposure to disabled persons	Appropriate signage		2 nd quarter 05
Service: Crisis response to incidents involving mental health issues	Informational and attitudinal	Provide service on a higher level to Emotionally disturbed persons	Establish an enhanced Mobile Adult Crisis Team that combines mental health and law enforcement expertise	Improved incident resolution and reduced repeat visits to Emotionally Disturbed Persons	1 st quarter 05
Service: 9-1-1 services for deaf, deafened, or hard of hearing	Communication	Timely response in an emergency	Introduce software to the CAD system	Handle TTY calls at every call taker position	3 rd quarter 05

⁸Indicate where the barrier was found. For example: was it in a program, service, by-law, policy, practice, or facility?

⁹Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

¹⁰Indicate how accessibility will be enhanced by removing or preventing this barrier.

¹¹Describe what action will be taken to remove and/or prevent the barrier.

¹²Indicate how customer service will be improved by removing or preventing this barrier. Also indicate any other

measure(s) that will be used to determine whether or not the department was successful in removing and/or preventing this barrier.

¹³ The timing for addressing a barrier does not necessarily have to be set within 2005; the nature of the action may be *phased in* over a number of months or years depending on the resources and priorities of the Department.