

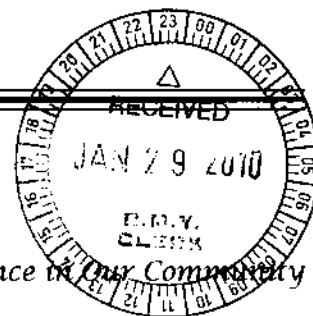


Regional Municipality of York Police Services Board

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To Make a Difference in Our Community

January 29, 2010

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Mafalda Avellino

Mr. Denis Kelly

Regional Clerk

The Regional Municipality of York

17250 Yonge Street

Newmarket, Ontario

L3Y 6Z1

Dear Mr. Kelly:

At its meeting on January 27, 2010, the Regional Municipality of York Police Services Board received the attached report entitled *Update on the Accessibility for Ontarians with Disabilities Act 2005* from Chief Armand P. La Barge, and approved the following recommendation:

1. That the Board receive this report.

Please forward the attached Report of the Chief of Police to the York Region Accessibility Advisory Committee for information purposes.

Yours truly,

Mafalda Avellino
Executive Director

Attachment



13 York Regional Police

Chief of Police
Armand P. La Barge

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THE REGIONAL MUNICIPALITY OF YORK POLICE SERVICES BOARD

REPORT OF THE CHIEF OF POLICE

27 JANUARY 2010

Update on the *Accessibility for Ontarians with Disabilities Act 2005*

RECOMMENDATION

1. That the Board receive this report.

SYNOPSIS

York Regional Police is committed to fostering a culture of inclusivity in all aspects of its service delivery and its work environment. We are a proven supporter of accessibility for all citizens and have made considerable progress to enhance the inclusivity and accessibility of our service. York Regional Police has worked in conjunction with Regional Staff to implement the requirements of the *Ontarians with Disabilities Act 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act 2005* (AODA), including the Accessibility Standard for Customer Service, the first of four regulations to be implemented under the AODA.

The focus of our accessibility planning efforts has been on meeting the requirements of the Customer Service Standard for public sector agencies by the required compliance date of January 1, 2010.

FINANCIAL IMPLICATIONS

There is no provincial funding to support the implementation of the AODA Regulations. The costs of AODA compliance can only be assessed incrementally as the Province releases each standard and compliance timetable. Some costs associated with implementation of the Customer Service Regulation were absorbed within the 2009 operating budget for York Regional Police, including the addition of a civilian AODA Coordinator position, training and technology related costs.

BACKGROUND

ODA/AODA Overview

York Regional Police is currently governed by both the *Ontarians with Disabilities Act 2001* (ODA) and the *Accessibility for Ontarians with Disabilities Act 2005* (AODA). The AODA will eventually replace the current ODA, however, the ODA will remain in effect for the foreseeable future while the AODA is phased in. During this period, York Regional Police, like the Region and other municipalities, will continue to be subject to both the ODA and AODA simultaneously.

Under the ODA, the Region of York has a legal obligation to prepare an annual Accessibility Plan. The plan highlights barriers that have been identified and/or eliminated and outlines the actions that will be taken to identify, prevent and remove remaining barriers across York Region's departments, including York Regional Police. York Regional Police prepares an annual Accessibility Plan for incorporation in the Region's Plan.

As the board is aware, on November 25, 2009, we reported on our accomplishments to date concerning our annual accessibility plan and implementation of the Customer Service Standard. In 2009, we successfully completed ten accessibility initiatives, four in making regional services more accessible, two in making it easier to participate in regional government and four in changing attitudes and raising awareness. In 2010, we will have additional AODA Standards to implement as well as have nine accessibility related initiatives, one in the area of making regional services more accessible, one in making it easier to participate in regional government and seven in changing attitudes and raising awareness.

The AODA came into effect in June 2005 and applies to both the public and private sectors. Its goal is to ensure that all Ontarians with disabilities have full access to goods, services, facilities, accommodation, employment, building structures and premises by January 1, 2025. This goal will be achieved through the development, implementation and enforcement of provincially-set accessibility standards in the areas of customer service, the built environment, information and communications, and employment and transportation.

The Region's Accessibility Advisory Committee, established under the ODA in 2001, continues to provide advice to York Regional Police on our ODA plans. Under the AODA, their role will be expanded to include advice to Regional Council on compliance with the new standards.

Unlike the ODA, the AODA establishes a process of reporting, inspection, investigation and compliance and provides for the implementation of administrative penalties in the event of non-compliance. However, the provisions for inspection and investigation have not yet been established by the Province, nor have they released details on the compliance reporting requirements.

AODA Customer Service Regulation

The Accessibility Standard for Customer Service is the first of five to be implemented as a regulation. It was released in July 2007 and came into effect on January 1, 2008. Designated public sector organizations, including municipalities, are required to comply with the provisions of the regulation by January 1, 2010. Police services are included within the scope of "municipality" as defined in the regulation.

The purpose of the Customer Service Regulation is to make customer service operations accessible for all persons with disabilities by identifying and removing barriers to customer services in operational practices, policies and procedures, communication and staff training.

As the four remaining Accessibility Standards, Built Environment, Information and Communication, Employment and Transportation are not yet law, there is no timeline for implementing them at our organization.

Compliance Reporting

As a designated public sector organization, York Regional Police was required to be in compliance with the Customer Service Standard by January 1, 2010. We will have until March 31, 2010 to file our Customer Service Accessibility Report with the Accessibility Directorate of Ontario. The accessibility report is comprised of 13 yes/no questions, listed below, which relate to the specific requirements of the Standard. The accessibility report must be filed online using the Accessibility Directorate of Ontario Accessibility Compliance Reporting Program. The program will allow an organization to designate two roles, a Certifier Role and an Administrator Role. The Certifier must have the authority to bind the organization as they will be required to confirm the information in the accessibility report is accurate, certify the report and submit it. The individual assigned to the Administrator Role will be able to access the online reporting program, update information and complete the report.

This report will be shared, for information purposes, with the York Region Accessibility Advisory Committee.

York Regional Police compliance with the Customer Service Standard

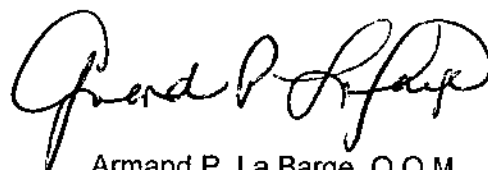
Customer Service Standard Requirement	Status of Compliance
1a. Does your organization have policies, practices and procedures on providing goods or services to people with disabilities?	Yes Procedure AI-345
1b. Does your organization use reasonable efforts to ensure that these policies are consistent with the principles of independence, dignity, integration and equality of opportunity?	Yes
2. Do your organization's policies address the use of assistive devices by people with disabilities to access your organization's goods or services, or any available alternative measures that enable them to do so?	Yes
3. Do your organization's policies, practices and procedures require your organization to take a person's disability into account when communicating with the person?	Yes

4. Do members of the public or other third parties have access to premises that your organization owns or operates?	Yes
5a. Does your organization permit people with disabilities to keep their service animals with them on parts of your premises that are open to the public or other third parties, except where the animal is excluded by law, and is this included in your policies, practices and procedures?	Yes
5b. If a service animal is excluded by law from your premises, does your organization ensure that alternate measures are available to enable the person to access your goods and services?	Yes
6. Does your organization permit people with disabilities to enter the parts of your premises that are open to the public or other third parties with their support person, and provide notice of any fee charged for the support person, and is this included in your policies, practices and procedures?	Yes
7. Does your organization post a notice in a conspicuous place on your premises, on your website, or by another reasonable method, of any temporary disruption in facilities or services that people with disabilities usually use to access your organization's goods or services, including the reason, duration and any alternatives available?	Yes Forms developed for disruptions. Will be posted in a conspicuous place on the premises, and on the website where appropriate.
8. Has your organization established and documented a process to receive and respond to feedback on how its goods and services are provided to people with disabilities, including actions that your organization will take when a complaint is received?	Yes Feedback can be directed by phone, writing, email and in person to the AODA Coordinator.
9. Does your organization make information about its feedback process readily available to the public, including how feedback may be provided e.g. in person, by telephone, in writing, by diskette or otherwise?	Yes Feedback process & actions that will be taken are listed on www.yrp.ca under "Contact Us".

10. Does your organization ensure that the following people receive training about providing your goods or services to people with disabilities? • Every person who deals with the public or other third parties on behalf of your organization, and • Every person who participates in developing your organization's policies, practices and procedures on providing goods and services?	Yes All members & volunteers will be trained. Contractors will be required to provide proof they are AODA compliant.
11. Does this training include your organization's current policies, practices and procedures required under the Customer Service Standard and all the topics listed in section 6 (2) of the Standard?	Yes
12. Does your organization have a written training policy that includes a summary of the contents of the training (per question 11) and details of when the training is to be provided, and does your organization keep records of the dates that training was provided and how many people were trained?	Yes AODA Procedure contains information on training & contents. Records are kept (electronically for members, paper for volunteers) of all training sessions.
13. Does your organization post a notice at a conspicuous place on your premises, on your website, or by another reasonable method, that the documents required by the Customer Service Standard are available upon request, and do you provide those documents in a format that takes a person's disability into account?	Yes Notice is posted on www.yrp.ca under About Us – Accessibility Standards.

Conclusion

York Regional Police remains strongly committed to not only meeting, but exceeding the requirements of the AODA through the implementation of the Customer Service Regulation and subsequent regulations as they are developed. In summary, we will continue to foster a culture of inclusivity and accessibility at York Regional Police to support all persons with disabilities and ensure they receive equitable, high quality policing services.



Armand P. La Barge, O.O.M.
Chief of Police

APL/ac