

York Regional Police - Departmental Overview

Environmental Scan

York Regional Police proudly serves a diverse community through the efforts of 1433 officers and 520 civilian members. The department maintains headquarters in Newmarket and support facilities in Vaughan, Richmond Hill, Markham, Newmarket, Georgina and Aurora, delivering community based policing, investigative and specialized services to both urban and rural communities. As the region's population continues to grow, there will be pressure on infrastructure and service providers resulting from the expectations of our residents. People with disabilities are an increasing proportion of the population we serve. Police officers increasingly interact with persons with disabilities and as such, require increasing awareness of the diverse needs within the communities that they serve. York Regional Police continues to consider accessibility planning a significant component when reviewing and developing new programs and services. In 2012, we will continue to identify, remove and prevent barriers to accessibility and work towards implementation of the Integrated Accessibility Regulation.

Our Customers

The customers of York Regional Police are all citizens, businesses and visitors to York Region, victims, suspects, witnesses and perpetrators of crime. Our partnerships include Regional and Municipal councils, Regional departments, the judiciary and corrections, policing partners (other police services, by-law enforcement, CISO, Interpol, etc.), public agencies and human service providers (school boards, fire services, emergency medical services, etc.), and a multitude of community agencies and groups, amongst others. In 2010 we created the Persons with Disability Safety Unit which offers crime prevention education to people with disabilities living in York Region ranging from personal safety to home security. The Community Safety Village offers educational programs to students with disabilities in the areas of pedestrian safety, internet safety and safety within their home related to fire safety.

Accessibility Statement

York Regional Police will evaluate accessibility as it relates to persons with disabilities 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 better serve the public. We work in partnership with service agencies and community based groups who work with persons with disabilities to raise awareness amongst our members. We will continue to enhance the accessibility of our programs and services through building community and regional partnerships and by increasing our awareness of the needs of people with disabilities, so that we can better respond to their needs and promote a safe, secure and healthy community.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making It Easier to Move Around the Region			
Accessibility of York Regional Police (YRP) facilities being modified and constructed.	Architectural	All	Plans for the new York Regional Police Central Services Building were reviewed by an Accessibility Consultant to ensure accessibility measures were included.
Accessibility of current York Regional Police (YRP) facilities.	Architectural	All	Plans are in place to conduct an audit of YRP facilities to identify accessibility upgrades that can be made in the future.
Making Regional Services More Accessible			
Access to (intranet) corporate member website.	Technological	Sensory	During the redesign of the intranet site, barriers to accessibility were identified and will be addressed.
Awareness of TTY availability at Districts.	Communicational, Technological	Sensory	Plans are in place to publicize the availability of TTY devices through the Corporate website, brochures and public presentations.
Personal communication devices for use by people who are deaf, deafened or hard of hearing.	Communicational, Technological	Sensory	Plans are in place to research the possibility of having portable TTY devices available for use at district locations by people who are deaf, deafened or hard of hearing.
Personal safety and home security for people with disabilities.	Policy/Practice	All	The <i>Persons with Disability Safety Unit</i> offers crime prevention presentations on the Project Lifesaver Program and safety planning to members of the public. The Unit delivered over 53 presentations.
Ability to contact police regarding non-emergency matters for individuals who are deaf, deafened or hard of hearing.	Technological	Sensory	NexTalk is in place at all five Districts. This system allows members of the public who are deaf, deafened or hard of hearing to contact police for non-emergent matters.
Access to facilities and services at Community Safety Village for children with disabilities.	Physical	Physical	The surface at the Community Safety Village playground has been changed from a pea-stone surface to a rubberized surface allowing greater access for children who use mobility devices.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Access to public washrooms and community rooms at the districts.	Physical	Physical	To enhance access for people with physical disabilities, plans are in place to replace existing door knobs with lever action handles. Automatic doors will also be installed in public washrooms and community rooms at the districts.
Access to front desks at the districts.	Physical	Physical	Desks at each district will be lowered. If necessary, new desks that allow sections to be lowered will be installed.
Need for greater accessibility at public entrance to Headquarters' reception area.	Physical	Physical	An automatic door opener will be installed in the Headquarters' reception entrance from the Region side to Police side.
Access to elevator at YRP Headquarters.	Technological	Sensory, Physical	Brighter lighting, hands free phone and Elevoice (a voice activated floor announcement system) will be installed in the elevators at YRP Headquarters.
Meetings and events are not easily accessible for all.	All	All	Plans are in place to create a resource list of accessibility services for use when planning meetings or events.
Access to educational programs for children with disabilities.	Policy/Practice	All	389 children with disabilities participated in education programs at the Community Safety Village in 2010. These programs include pedestrian safety, internet safety and fire safety within the home.
Inclusion of people with disabilities into York Regional Police's business planning process.	Informational, Communicational	All	Eight organizations that represent people with disabilities participated in the business planning process including the Canadian Hearing Society, Learning Disabilities Association of York Region and York Support Services Network.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Making Regional Services More Accessible			
Fire alarm at the Community Safety Village.	Physical	Sensory	Plans are in place to install an exterior audible alarm strobe light in the vicinity of the rear entrance at the Community Safety Village to ensure that people who are deaf, deafened or hard of hearing do not enter the building during a fire.
Changing Attitudes and Raising Awareness			
Incorporate the organization's Accessible Customer Service Policy into specific policies and practices.	Attitudinal	All	Departmental policies, practices and procedures have been reviewed against YRP's Accessible Customer Service procedure to ensure incorporation of YRP's Accessible Customer Service procedure into specific departmental policies and procedures.
Lack of information for specialized police units where vision loss may be a concern as a result of potential workplace exposure.	Informational	Sensory	Plans are underway to host a workshop on eye safety in the workplace with CNIB.
More diverse participation of community agencies that serve people with disabilities in the Recruit Community Insight Program.	Attitudinal	All	Five agencies that serve people with disabilities currently participate in the Recruit Community Insight Program. In the future YRP will look for opportunities to invite individuals, agencies and groups who serve people with disabilities to speak to all members.
Accessibility awareness among employees of YRP.	All	All	Members from YRP participated in National Access Awareness activities, creating greater staff sensitivity and awareness about working and serving people with disabilities.
YRP employees' knowledge of the <i>Ontarians with Disabilities Act, 2001</i> (ODA) and <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) legislation.	Attitudinal, Informational	All	An electronic resource library is now available on the employee intranet. The library contains information on the <i>Ontarians with Disabilities Act, 2001</i> , (ODA) the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA). Accessibility Standards and related resources for reference by staff.

York Regional Police

Progress Report on Accessibility Achievements - 2010

Barrier Identified: By-laws, policies and practices to be reviewed	Barrier Type	Disability Type	How the barrier was addressed
Changing Attitudes and Raising Awareness			
Hiring and volunteer selection processes.	All	All	An HR Recruitment Coordinator position was created to oversee the Community Living Program. This Program resulted in the hiring of two individuals with intellectual disabilities. The hiring of a dedicated Coordinator ensures continued success of this program.
To meet the requirements of the Accessibility Standards for Customer Service Regulation under the AODA, all YRP employees and volunteers will receive additional accessible customer service training.	All	All	All sworn and civilian members of York Regional Police viewed the training DVD at annual requalification. In 2011, new members will be required to view the DVD through an on-line training portal.
Awareness of mental health related issues in the workplace.	Attitudinal, Physical	Mental Illness	A trainer from Canadian Mental Health Association's (CMHA) "Mental Health Works" presented to Senior Officers and Civilian Managers on how to identify and address mental health related issues in the workplace.
Staff access to resources and information regarding physical disabilities, mental illness and learning disabilities.	Attitudinal, Informational	All	Plans are in place to add more information on physical disabilities, mental illness and learning disabilities to the existing online resource library.
Knowledge of resources and organizations available to parents of children with disabilities.	Informational	All	In partnership with the Children's Treatment Network of York Region, over 300 parents and their children attended the May Accessibility Fair at the Community Safety Village.

York Regional Police

Barrier Identification for 2011/2012

Barrier Identified: By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing
Making It Easier to Move Around the Region		
Accessibility of current York Regional Police (YRP) facilities.	Staff will review existing facilities to determine where accessibility upgrades are needed.	2011 - 2012
Making Regional Services More Accessible		
Awareness of TTY (teletypewriter) availability at Districts.	Publicize TTY availability via corporate website, brochures and public presentations.	2011
Personal communication devices for use by people who are deaf, deafened or hard of hearing.	Research possibility of having portable TTY devices available at all 5 District locations for use by people who are deaf, deafened or hard of hearing.	2011
Lack of information regarding the American Sign Language Skills (ASL) of YRP members.	Review and identify ASL skills of YRP members who can be placed in the internal language skills database.	2011
Changing Attitudes and Raising Awareness		
Employment opportunities for people with intellectual disabilities.	HR Recruitment Coordinator to assess the feasibility of expanding the Community Living Program to provide additional employment opportunities.	2011/2012

York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Access to public washrooms and community rooms at Districts.	Physical	Physical	Renovations will allow for easier access for people with disabilities.	Replace the door handles with lever action handles at all District public washrooms and community room entrances. Install automatic door openers on the public washrooms.	District facilities will be more accessible for people with disabilities.	2011
Access to front desks at the Districts.	Physical	Physical	Renovations will allow for easier access for people with a disability.	Renovate the front desks at each District by lowering sections of the existing desks or installing new desks where applicable.	Lower front desks will result in easier access for people with disabilities.	2011
Need for greater accessibility at public entrance to Headquarters (H.Q.) reception area.	Physical	Physical	Renovations will allow for easier access for people with a disability.	Install automatic door openers at H.Q. Reception entrance from Police side to Region side.	H.Q. reception will be more accessible for people with disabilities.	2011
Meetings and events are not easily accessible for all.	All	All	Increased participation of people with disabilities at meetings and events.	Create a resource list of accessibility services for use when planning meetings or events.	YRP events and meetings will be more accessible for people with disabilities.	2011
Accessibility of YRP presentations and crime prevention materials.	Informational, Communicational	Sensory Cognitive	Enhanced ability to communicate with the public in alternate formats.	Ensure public presentations and crime prevention materials are created and available in accessible formats.	YRP presentations and materials will be more accessible for people with disabilities.	2011-2012

York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Making Regional Services More Accessible						
Fire alarm at the Community Safety Village.	Physical	Sensory	Greater safety during a fire alarm for people with sensory disabilities.	Install an exterior audible alarm with strobe light in the vicinity of the rear entrance.	Individuals who are deaf, deafened or hard of hearing will be prevented from re-entering the building during a fire.	2011
Making it Easier to Participate in Regional Government						
Provision of Sign Language interpreters at meetings, forums and events hosted by York Regional Police.	Informational, Communicational	Sensory	People with sensory disabilities will be able to fully participate in meetings, forums and events hosted by York Regional Police.	Partnership with the Canadian Hearing Society to provide Sign Language interpreters (upon request).	Increased participation of persons with sensory disabilities at meetings, forums and events hosted by York Regional Police.	2011 - 2012
Changing Attitudes and Raising Awareness						
Staff access to resources and information regarding physical disabilities, mental illness and learning disabilities.	Attitudinal, Informational	All	Enhanced awareness of staff regarding types of disabilities.	Expand on-line electronic resource library to include materials on physical disabilities, mental illness and learning disabilities.	Increased level of awareness amongst members and citizens about physical disabilities, mental illness and learning disabilities.	2011
Staff involvement in implementing provincially mandated <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) standards.	Informational, Communicational, Policy/Practice	All	Broader staff involvement in accessibility planning at YRP.	Establish an internal resource team to assist in implementing future AODA standards and developing the annual <i>Ontarians with Disabilities Act, 2001</i> (ODA) accessibility plan.	Greater awareness amongst staff regarding how they can assist in making the organization more accessible.	2011

York Regional Police

Barriers That Will Be Addressed for 2011/2012

Barrier Identified Indicate where the barrier was found	Barrier Type	Disability Type	What will be gained by removing or preventing the barrier	Means to prevent/remove the barrier	Indicators of success	Timing When will this be completed?
Changing Attitudes and Raising Awareness						
Enhanced education and partnership initiatives related to mental health issues.	Attitudinal, Informational	Mental Illness	Improved understanding by officers and citizens about children's mental health and related resources.	Information to officers and citizens about children's mental health and related resources. Develop a Children's Mental Health Awareness Course and related materials.	Increased level of awareness amongst members and citizens about children's mental health and related resources.	2011-2013
Enhance staff awareness of the <i>Accessibility for Ontarians with Disabilities Act, 2005</i> (AODA) and the needs of people with disabilities.	All	All	Enhanced staff awareness of people with disabilities and improved customer service for people with disabilities.	Design and implement activities to support and promote National Access Awareness Week in partnership with the Regional Municipality of York.	Greater staff awareness in serving people with disabilities and greater customer satisfaction.	2011
Lack of awareness amongst the public regarding services and crime prevention programs, specifically for people with disabilities.	Informational	All	Increased awareness amongst members of the public of the services and programs that York Regional Police has in place for people with disabilities.	Host events at the Community Safety Village for people with disabilities regarding crime prevention programs and other related information.	Increased use of programs and services that York Regional Police offers for people with disabilities.	2011-2012