

YORK REGIONAL POLICE

Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1229 officers and 422 civilian members. We maintain headquarters 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. The organizational structure includes Operation 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 remember 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 York Regional Police include all citizens, businesses 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 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.

York Regional Police

Progress Report on Accessibility Achievements - 2006

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Community Safety Village.	Architectural Physical	All	York Region Accessibility Advisory Committee completed an accessibility audit of the CSV and implemented a number of the recommendations made.
Continue to make enhancements to accessibility in the Community Safety Village.	Physical	All	The parking lot was paved and repainted allowing for two accessible parking spots at the closest edge of the lot to the Safety Village. The sizes of the spots were made to accommodate a van with a side opening.
9-1-1 Services for persons who are deaf, deafened or hard of hearing.	Communicational	Sensory	TTY calls can now be handled at every call taker position within the Communications Centre.
Changing Attitudes and Raising Awareness			
Workspace audits.	Architectural	Physical	Established and trained internal staff group which conducted accessibility audits of workspaces within York Regional Police.
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	To date inclusivity training has been made to all members of the York Regional Police Accessibility Advisory Committee.

1. Gives a description of the barrier and indicates where the barrier was found. For example was the barrier in a program, service, by-law, policy, practice and facility.

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

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

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

Barrier Identification for 2007

By-laws, policies, practices, services or facilities to be reviewed	Methods to be used to identify the barrier	Timing ⁵ (when will this be completed?)
Making Regional Services More Accessible		
Communication devices for use by persons who are deaf, deafened or hard of hearing.	Internal technology review of communication devices (i.e. TTY phones, pocket talkers, FM Systems, amplification phones, etc.) currently used by York Regional Police to determine their effectiveness.	2007
Email “911” (for use by citizens who are deaf, deafened or hard of hearing).	Research the feasibility of developing an email “911” for use by citizens who are deaf, deafened or hard of hearing.	2007

⁵ The timing for addressing a barrier does not necessarily have to be set within 2007. 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 2007

Barrier Identified ⁸	Barrier Type ⁹	Disability Type ¹⁰	What will be gained by removing or preventing this barrier? ¹¹	Means to prevent/remove the barrier ¹²	Indicators of Success ¹³	Timing (when will this be completed?) ¹⁴
Making Regional Services More Accessible						
Develop short in-house DVD on deaf, deafened and hard of hearing issues for officers and support staff.	Attitudinal	Sensory	Will provide officers and support staff with better understanding of how to deal with citizens who are deaf, deafened or hard of hearing.	Officers and support staff will be trained with the use of this resource.	Officers and support staff awareness is raised and policing interactions with citizens who are deaf, deafened or hard of hearing are improved.	2007
Making it Easier to Participate in Regional Government						
Appoint a York Regional Police member who is deaf, deafened or hard of hearing to sit on York Regional Equity Advisory Committee.	Attitudinal	Sensory	Participation of this person on the committee will assist in raising awareness of the needs and issues of citizens who are deaf, deafened or hard of hearing.	Membership on Equity Advisory Committee (representing diversity across the Service) will be more inclusive therefore, representing the community as a whole.	The mission of this committee is to be the leaders in creating 'inclusivity awareness' through promoting an inclusive, diverse and highly skilled organization.	2007

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

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

¹⁰ Indicates the type of disability affected by the barrier (physical, sensory, cognitive or other).

¹¹ Indicate how accessibility will be enhanced by removing or preventing this barrier.

¹² Describe what action will be taken to remove and/or prevent the barrier.

¹³ Indicate 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/preventing this barrier.

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Making it Easier to Participate in Regional Government						
Preparation of Media Marketing Campaign for CHS partnership initiatives.	Attitudinal	Sensory	Media Marketing campaign will promote relations between police and citizens who are deaf, deafened or hard of hearing.	Communicate partnership initiatives through local media, newsletter and on website.	Policing interactions with citizens who are deaf, deafened or hard of hearing will be improved.	2007
Invite representative of CHS to become member of York Regional Police Recruitment Community Insights Program.	Attitudinal	Sensory	This program exposes officers to diverse community groups including religious, cultural, ethnic, persons with disabilities etc. to provide 'insight' into the various communities found within York Region.	Officers will gain insight into the many diverse communities that make up York Region.	Improved communications in a factual and integrative manner.	2007

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Making it Easier to Participate in Regional Government						
Develop Canadian Hearing Society Visual Language Interpreter Services protocol.	Policy/Practice	Sensory	Provision of Visual Language Service Protocol will enable appropriate and 'timely' access to Visual Language Interpreter Services.	Enhanced level of communication between parties.	Feedback 'positive' from clientele utilizing this service.	2007
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Will provide staff with thoughtful presentation of information about persons with disabilities to effectively overcome any negative attitudes and shape positive ones.	York Regional Police employees will participate in the inclusivity and accessibility training course being offered corporately.	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2007

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Changing Attitudes and Raising Awareness						
Increase awareness of officers and Communications staff to the needs of citizens who are deaf, deafened or hard of hearing through Canadian Hearing Society (CHS) participation in: Diversity Speakers component of requalification training; and Communications training.	Attitudinal	Sensory	Will provide officers and Communications staff with better understanding of how to deal with citizens who are deaf, deafened or hard of hearing.	Officers and Communications staff attending re-qualification training will receive this training.	Officers and Communications staff awareness is raised and policing interactions with citizens who are deaf, deafened or hard of hearing are improved.	2007
Develop a workshop for specialized police units where hearing loss may be an issue as a result of 'potential' workplace exposure.	Informational	Sensory	Will provide preventative education for staff at risk of becoming a person who is deaf, deafened or hard of hearing.	Proactive Hearing Conservation strategies in identified 'workplace environments' where noise induced hearing loss is a quantifiable identified 'risk factor'.	Staff awareness is raised and hearing loss is prevented.	2007

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Changing Attitudes and Raising Awareness						
Develop aids for officers to use with citizens who are deaf, deafened or hard of hearing.	Communicational	Sensory	Notification cards, sun visor cards and tips for officers in pocket calendars will be developed to assist in communicating with citizens who are deaf, deafened or hard of hearing.	Officers will receive training in the use of these aids.	Policing interactions with citizens who are deaf, deafened or hard of hearing will be improved.	2007

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