



York Regional Police 2010 Draft Department Accessibility Plan

Presentation to:
York Region Accessibility Advisory Committee

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York Regional Police

Mandate

- Provide services that reflect awareness of the needs of York Region residents with disabilities who require the assistance of York Regional Police.
- Development of strategies and programs that facilitate access to policing.
- Improve partnerships with other service providers who serve people with disabilities.

York Regional Police

Core Business

- The Police Services Board and York Regional Police are committed to providing quality policing to the citizens of York Region.

Our Core Services are:

- Crime Prevention
- Law Enforcement
- Assistance to Victims of Crime
- Public Order Maintenance
- Emergency Response

Achievement Highlights - 2009

- Reviewed hiring and volunteer selection practices.
- Employment and volunteer opportunities for persons with disabilities.
- Created AODA Coordinator position to oversee implementation of AODA Standards.

Achievement Highlights - 2009

- Improved the process for responding to TTY calls made to 911 by implementing NexTalk.
- Improved access to reporting minor incidents/crimes for persons with disabilities.

Achievement Highlights – 2009

- Training:
 - AODA Customer Service training for YRP members and volunteers.
 - Autism Recognition, Response and Risk Management.
 - Youth Mental Health Symposium.

Achievement Highlights – 2009

- Barrier free entrance and accessible parking space added to Customer Service Centre.
- Walkway redesigned at Community Safety Village (CSV).
- Accessible play equipment purchased for CSV.

Achievement Highlights – 2009

- Replaced signage at HQ to improve wayfinding for persons with sensory disabilities.
- Review of department's policies, practices and procedures to ensure compliance with AODA's Accessibility Standards for Customer Service.

Barrier Identification for 2010

- Accessibility Consultant will be contracted to review accessibility designs and best practices.
- Internal policies and practices will be reviewed against the organization's Accessible Customer Service Policy.

Barriers That Will Be Addressed for 2010

- More diverse participation of community agencies that serve people with disabilities in the Recruit Community Insight Program.
- Personal safety and home security for people with disabilities.

Barriers That Will Be Addressed for 2010

- Accessibility awareness amongst members of York Regional Police.
- Additional accessible customer service training.
- Hiring and volunteer selection practices.

Barriers That Will Be Addressed for 2010

- Ability to contact police regarding non-emergent matters for individuals who are deaf, deafened and hard of hearing.
- Access to facilities and services at the Community Safety Village for children with disabilities.

Thank you.

Questions?

York Regional Police

Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1402 officers and 509 civilian members. We maintain 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. The organizational structure includes Operation and Administrative Branches which oversee District Patrol Operations, Investigative and Support Services, Information Services, Financial and Staff Services, Community Services and Court Services.

People with disabilities are an increasing proportion of the population we serve. According to the 2006 Participation and Activity Limitation Survey from Statistics Canada, approximately 4.4 million Canadians reported having a disability. In 2006, there was an estimated 1.9 million Ontario residents with a disability. Using the Ontario figure, we can estimate that 140,000 York Region residents have a disability. As the region's population continues to grow, there will be pressure on infrastructure and service providers resulting from the expectations of all our citizens. Police officers will increasingly have interaction 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 2010, individual Bureaus and Units will be working together in identifying, removing and preventing barriers to accessibility. We will ensure that we continue to address a number of key areas including training and awareness, policy review, facilities design and modification, and technology enhancements to increase access to our services by persons with disabilities.

Our Customers

The customers of York Regional Police include all citizens, businesses and visitors to York Region, victims, suspects, witnesses and perpetrators of crime. Our partnerships include regional and municipal Councils, other Regional departments, the judiciary and corrections, policing partners (such as other police services, by-law enforcement, CISO, Interpol, etc), public agencies and human service providers (such as school boards, fire services, emergency medical services, etc), and a multitude of community agencies and groups, amongst others. Providing quality policing services requires a concerted effort to ensure the protection of all citizens, including children, youth and seniors with diverse cultural and religious backgrounds and diverse service needs.

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. In previous years we have worked in partnership with various groups to raise awareness amongst our officers and members. We will continue to move toward enhancing the accessibility of our programs and services through building strategic community and regional partnerships and by increasing our awareness of the needs of persons with disabilities, so that we can better respond to those needs and promote safe, secure and healthy communities.

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York Regional Police (YRP) Progress Report on Accessibility Achievements – 2009

Barrier Identified (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 or facility?)	Barrier Type (Indicates the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice)	Disability Type (Indicates the type(s) of disability affected by the barrier (physical, sensory, cognitive, mental illness or other)	How the barrier was addressed (Describes the action taken to identify, remove or prevent the barrier)
Making Regional Services More Accessible			
Role of the Mental Health Support Team in response to the needs of children.	Practice/Policy	Mental Illness	YRP is in discussion with York Support Services Network regarding the feasibility of expanding services. YRP hosted a workshop with mental health professionals in September 2009 to discuss response strategies.
AODA Staff Resource.	Policy/Practice	All	Created AODA Coordinator position within Health and Safety Bureau to oversee implementation of AODA Standards. Position filled as of August 2009.
Method of reporting minor incidents.	Policy/Practice	All	CopLogic is now available in 5 languages on the YRP website. Reporting of minor incidents on-line removes the need for individuals to leave their own home to report certain crimes. Accessibility to police services is enhanced for people with disabilities.
 Customer Service Centre.	Physical	Physical	Entrance to the Customer Service Centre has been redesigned using barrier free features, including the addition of an accessible parking space.
 Access to facilities and services at Community Safety Village for children with disabilities.	Physical	Physical	An interlocking stone walkway has been installed to provide access for people with disabilities. Play equipment has been installed that was designed specifically for people with disabilities. Two-person disability bicycles have been purchased. One of the Gaucho battery operated Jeeps has been retrofitted to accommodate a person with a disability.
 Wayfinding at YRP Headquarters.	Informational	Sensory	YRP Facilities is working with York Region to change the signage at Headquarters to accommodate people with disabilities in areas where the public have access. The signage will feature large white font on a blue background as well as Braille where applicable.

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Making Regional Services More Accessible			
 911 reporting for individuals who have hearing disabilities.	Technological	Sensory	NexTalk was implemented in March 2009. York Regional Police is the first and only Police Agency in North America to implement NexTalk in a 911 Call Centre environment.
Accessibility of facilities being modified and constructed.	Architectural	Physical	An accessibility consultant will be contracted to conduct a review of accessibility designs and best practices to ensure accessibility measures are included in YRP facilities being modified or constructed.
Review existing communication channels and technology to identify accessibility barriers.	Technological	Physical, Sensory	Managers of Corporate Communications and Information Technology are conducting a review of existing communication channels and technology to identify barriers.
Review of YRP emergency planning procedures.	All	All	Members of the Emergency Support Bureau have consulted with groups and agencies which serve individuals with disabilities for advice on YRP emergency planning procedures.
Changing Attitudes and Raising Awareness			
Training requirements of the Accessibility Standards for Customer Service Regulation (AODA).	All	All	All members will receive AODA training by January 1, 2010, which will enable them to better provide goods and services, and enhance policing services, to people with disabilities.
Diverse community agencies that serve people with disabilities participating in the Recruit Community Insight Program.	Attitudinal	All	In 2009, 70 recruits and 5 agencies that serve people with disabilities participated in the Recruit Community Insight Program.
 Employment and volunteer opportunities for individuals with disabilities.	Policy/Practice	All	Employment opportunities were filled at the Community Safety Village and at Headquarters.
 Knowledge of autism among front-line emergency responders.	Attitudinal	Cognitive	150 front-line emergency responders attended the autism workshop held October 2009 at the Community Safety Village.

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Changing Attitudes and Raising Awareness			
Hiring and volunteer selection practices.	Policy/Practice	All	Barriers were identified during the review and the following hiring and selection practices were implemented: When scheduling testing/interviews, it is confirmed in advance if any accommodation is required. This year, YRP utilized an interpreter for an interview with a person with a hearing disability. YRP works closely with job coaches from the Canadian Association for Community Living who assist in the training and development of employees who have an intellectual disability.
Composition of Equity Advisory Committee for adequate representation of people with disabilities.	Attitudinal	Sensory	A sworn member who is a person with a disability has joined the Equity Advisory Committee.
Review department's internal policies, practices and procedures to ensure incorporation of the <i>Accessibility for Ontarians with Disabilities Act, 2005 (AODA)</i> Accessibility Standards for Customer Service core principles of independence, integration, and equal opportunity.	Policy/Practice	All	A review of all internal departmental policies, practices and procedures to identify gaps in the core principles of independence, integration, and equal opportunity was recently initiated with the development of the YRP policy on accessible customer service. Leads the implementation of the AODA Accessibility Standards for Customer Service Regulation for York Regional Police Services.

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York Regional Police (YRP) – 2010 Barrier Identification for 2010

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (When will this be completed? The timing for addressing a barrier does not necessarily have to be set within 2010. 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)
Making Regional Services More Accessible		
Accessibility of York Regional Police (YRP) facilities being modified and constructed.	Contract accessibility consultant to conduct review of accessibility designs and best practices to ensure accessibility measures are included in facilities being modified and constructed.	2010
Changing Attitudes and Raising Awareness		
Incorporate the organization's Accessible Customer Service Policy into specific policies and practices.	Internal policies and practices will be reviewed against the organization's Accessible Customer Service Policy.	2010

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York Regional Police (YRP) – 2010 Barriers That Will Be Addressed for 2010

Barrier Identified (Indicated where the barrier was found)	Barrier Type (Indicate the type of barrier-physical, architectural, informational, attitudinal, technological, policy/practice)	Disability Type (Indicate the type of disability affected by the barrier – physical, sensory, cognitive, mental illness or other)	What will be gained by removing or preventing the barrier (Indicate how accessibility will be enhanced by removing or preventing this barrier)	Means to prevent/remove the barrier (Describe what action will be taken to remove and/or prevent the barrier)	Indicators of success (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 and/or preventing this barrier)	Timing (The timing for addressing a barrier does not necessarily have to be set in 2010; 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)
Making Regional Services More Accessible						
Personal safety and home security for people with disabilities.	Policy/Practice	All	Crime prevention for people with disabilities living in York Region ranging from personal safety to home security.	Creation of a <i>Persons with Disabilities Safety Unit</i> to educate members of the community about police resources and safety planning.	People with disabilities will have increased access to police resources to increase their personal safety and home security.	2010
Ability to contact police regarding non-emergent matters for individuals who are deaf, deafened, or hard of hearing.	Technological	Sensory	Increased access to police services for people who are deaf, deafened, or hard of hearing.	Implement NexTalk, a call centre system that enables communication through a TTY/TTD communication device, at front desks of all 5 Districts.	Increase access for people who are deaf, deafened or hard of hearing to access information and police services.	2010
Access to facilities and services at Community Safety Village for children with disabilities.	Physical	Physical	The playground will be made accessible for children who use mobility devices, such as a wheelchair.	Replace the pea stoned surface currently used as the base of the playground with rubberized surfacing.	Children who use mobility devices will be able to access the playground.	2010

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Changing Attitudes and Raising Awareness						
More diverse participation of community agencies that serve people with disabilities in the Recruit Community Insight Program.	Attitudinal	All	This program enhances officers' knowledge of serving people from diverse community groups, including religious, cultural and ethnic and people with disabilities to provide "insight" into the communities found within York Region.	Continue to invite agencies serving diverse groups, including people with disabilities, to participate in the Recruit Community Insight program. Officers will gain insight into the diverse communities that make up York Region.	Enhanced officer knowledge of the needs of people with disabilities will result in positive police interactions with people with disabilities.	2010
Accessibility awareness among the members of YRP.	All	All	Customer service will be enhanced enabling YRP members to serve people with disabilities effectively and respectfully.	Design and implement activities to support and promote National Access Awareness week 2010.	Enhanced accessibility awareness among the members of YRP will result in positive police interactions with people with disabilities.	2010
Hiring and volunteer selection processes.	All	All	Removing barriers to hiring and selection processes for people with disabilities would result in a more diverse workplace which represents the community YRP serves.	Continue to support hiring and selection practices that are inclusive.	YRP workforce is inclusive of people with disabilities.	2010

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Changing Attitudes and Raising Awareness						
YRP members' knowledge of the ODA and AODA legislations.	Attitudinal, Informational	All	Members will have a better understanding of the legislation and how it applies to their jobs.	Create an electronic resource library for members on the internal website which will include information about the AODA and the ODA, Accessibility Directorate of Ontario's supports, and other relevant information.	Increased knowledge of accessibility legislation. With this understanding, members will be able to incorporate these requirements of these legislations into their way of doing business.	2010
To meet the requirements of the Accessibility Standards for Customer Service Regulation under the AODA, all YRP members and volunteers will receive additional accessible customer service training.	All	All	Will provide staff with additional information on how to effectively and respectfully serve persons with disabilities while incorporating the core principles of independence, integration and equal opportunity.	All members will be required to view York Region's Accessible Customer Service training DVD.	All YRP members will be trained about the provision of goods and services to persons with disabilities, enhancing their ability to provide customer service in an effective and respectful way.	2010