



York Regional Police DRAFT 2006 Accessibility Plan

York Regional Police

Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1166 officers and 367 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 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

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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.

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Progress Report on Accessibility Achievements - 2005

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Policy: Working with deaf, deafened, or hard of hearing at any incident attended by police.	Communicational	Sensory	Continuing to review current capabilities with respect to sign language skills.
Service: Community Alert 'Notification System'.	Communicational Informational	Sensory	Through the use of telecommunications system police are able to communicate with large segments of the population including persons who are deaf, deafened or hard of hearing
Practice: Signage at police facilities.	Informational Communicational	Sensory	• Wheelchair parking spaces at Districts have been repainted as required • Barrier free access has been completed at Mini Police Station at the Community Safety Village • All new structures and some existing structures have also been reconstructed to be "barrier-free" • Sidewalk at Community Safety Village, 3 and 5 Districts made wheelchair accessible (Curb cuts).
Service: Crisis response to incidents involving mental health issues.	Informational Attitudinal	Cognitive	Development and launch of the Mental Health Support Team Program and the development of regional Mental Health Support Team to ensure the needs of persons with mental disabilities are identified and met.
Service: 9-1-1 services for deaf, deafened, or hard of hearing.	Communicational	Sensory	Software allowing each 9-1-1 Police Communicator to remain at their position to answer a TTY/TDD was purchased
Service: TTY services for deaf, deafened, or hard of hearing at the individual District locations.	Communicational	Sensory	Software was introduced at individual Districts which allows for direct communication with persons who are deaf, deafened or hard of hearing.

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

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

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

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

5. The timing for addressing a barrier does not necessarily have to be set within 2006. 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

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Making it Easier to Participate in Regional Government			
Policy: Information collection on pre-printed or electronic forms.	Informational	All	Ongoing review of forms commonly used by the public to convey information to the police
Practice: Pre-hire testing and interviewing process.	Informational Attitudinal	All	Review conducted of all testing and interviewing guidelines to ensure "best practices" applied to people with disabilities applying for work
Changing Attitudes and Raising Awareness			
Policy: Working with traumatized persons or victims of crime.	Communicational	All	Review completed of current policy to ensure it meets all requirements of legislation and medical best practices
Service: Establishment of a Corporate internal Accessibility and Inclusion Committee.	Informational Attitudinal	All	Internal Accessibility Advisory Committee established to enhance Corporate Awareness of many visible and invisible disabilities that impact our lives on a daily basis.

Barrier Identification for 2006

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing⁵ (When will this be completed)
Making Regional Services More Available		
Community Safety Village	In response to YRAAC's request, accessibility audit to be completed involving YRAAC	Summer 2006
Changing Attitudes and Raising Awareness		
Workspace audits	Establish and train internal staff group to conduct accessibility audits of workspaces within YRP	

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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
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Barriers That Will Be Addressed for 2006

Barrier Identified ⁶	Barrier Type ⁷	What will be gained by removing or preventing this barrier? ⁸	Means to prevent/remove the barrier ⁹	Indicators of success ¹⁰	Timing ¹¹ (When will this be completed)
Making Regional Services More Accessible					
Continue to make enhancements to accessibility in the Community Safety Village	Physical	The Safety Village will be more accessible to persons with disabilities	The Safety Village will be retrofitted to continue enhancements to accessibility	The Safety Village will be accessible to more persons with disabilities	Sept 2006
9-1-1 Services for persons who are deaf, deafened or hard of hearing	Communicational	Timely response in an emergency	Communications staff will be further trained in the use of the TTY	Ability to handle TTY calls at every call taker position	September 2006
Changing Attitudes and Raising Awareness					
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training	Attitudinal	Will provide staff with an introduction to the information and tools to effectively and respectfully serve persons with disabilities	A target of 10% of staff will participate in the inclusivity and accessibility training course being offered corporately. Human Resource Staff shall review an initiative to make inclusivity training mandatory for all staff	Staff awareness is raised and staff report having a better understanding of the needs of people with disabilities.	2006

⁶ Indicate where the barrier was found. For example: was it in a program, service, by-law, policy, practice, or facility?

⁷ Indicate the type(s) of barrier (physical, architectural, informational, communicational, attitudinal, technological, policy/practice).

⁸ Indicate how accessibility will be enhanced by removing or preventing this barrier.

⁹ Describe what action will be taken to remove and/or prevent the barrier.

¹⁰ 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.

¹¹ The timing for addressing a barrier does not necessarily have to be set within 2006; 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.