

York Regional Police

Environmental Scan

York Regional Police proudly serves its communities through the efforts of its 1296 officers and 457 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.

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 represent approximately 12% of our population. People with disabilities are a significant 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.

York Regional Police ensures information and communication barriers are minimized through the wide array of mechanisms available to access our services and programs, including telephone, web and other technology applications. There are specific crime prevention tips available for persons with disabilities to help them feel safer and more secure at home. We will focus on consulting with groups, agencies and partners to develop further ways to incorporate access to services and information needs to support persons with disabilities. Members of York Regional Police understand the importance of inclusion and we will continue to provide tools, information and training to increase their awareness. We will work to remove barriers to information and services to facilitate equal access to policing services for all the residents of York Region and will continue to improve strategies, programs and facilities to increase physical accessibility to 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, 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 and minimize and/or eliminate barriers to access. In past accessibility plans we have worked in partnership with various disability groups to raise awareness among our officers and members. This year we will continue to partner with the Canadian Hearing Society to raise our awareness of people who are deaf, deafened and hard of hearing and issues that affect their community.

DRAFT – 2008 DEPARTMENTAL ACCESSIBILITY PLAN

York Regional Police

Progress Report on Accessibility Achievements – 2007

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making Regional Services More Accessible			
Communication devices for use by persons who are deaf, deafened or hard of hearing.	Communicational, Technological	Sensory	Reviewing internal technology of communication devices (i.e. TTY phones, pocket talkers, FM Systems, amplification phones, etc.) currently used by York Regional Police to determine their effectiveness. This initiative will not be fully completed in 2007 and therefore, will be included in the 2008 plan.
Email 911 (for use by citizens who are deaf, deafened or hard of hearing).	Technological	Sensory	Researching the feasibility of developing an email 911 for use by citizens who are deaf, deafened or hard of hearing. This initiative will not be fully completed in 2007 and therefore, will be included in the 2008 plan.
Develop short in-house training DVD to raise awareness of issues faced by citizens who are deaf, deafened and hard of hearing.	Attitudinal	Sensory	Will provide officers and support staff with a better understanding of how to deal with citizens who are deaf, deafened or hard of hearing.
Create one accessible parking spot at the top of the ramp close to the entrance of the Community Safety Village.	Physical	Physical	An accessible parking spot was created close to the entrance of the Community Safety Village creating easier access for persons with mobility issues.
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 Police 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.
Preparation of Media Marketing Campaign for Canadian Hearing Society partnership initiatives.	Attitudinal	Sensory	Media Marketing campaign will promote relations between police and citizens who are deaf, deafened or hard of hearing.
Invite representative of Canadian Hearing Society to become member of York Regional Police Recruitment Community Insights Program.	Attitudinal	Sensory	Officers will be exposed to diverse community groups, including religious, cultural, ethnic, persons with disabilities etc. to provide 'insight' into the various communities found within York Region.

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Progress Report on Accessibility Achievements – 2007

Barrier Identified ¹	Barrier Type ²	Disability Type ³	How the barrier was addressed ⁴
Making it Easier to Participate in Regional Government			
Develop Canadian Hearing Society Sign Language Interpreter Services protocol.	Policy/Practice	Sensory	Provision of Sign Language Interpreter Service Protocol will enable appropriate and 'timely' access to Sign Language Interpreter Services.
Changing Attitudes and Raising Awareness			
Increase awareness of staff to the needs of persons with disabilities through staff participation in inclusivity training.	Attitudinal	All	Staff will be participating in 2007.
Increase officers' awareness of the needs of citizens who are deaf, deafened or hard of hearing through Canadian Hearing Society participation in: Diversity Speakers component of re-qualification training; and Communications training.	Attitudinal	Sensory	Improving policing interactions with citizens who are deaf, deafened or hard of hearing.
Developed a workshop for specialized police units where hearing loss may be an issue as a result of 'potential' workplace exposure.	Informational	Sensory	Provided preventative education for staff at risk of becoming a person who is deaf, deafened or hard of hearing.
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 are being developed to assist in communicating with citizens who are deaf, deafened or hard of hearing.

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Barrier Identification for 2008

By-laws, policies and practices to be reviewed	Methods to be used to identify the barrier	Timing (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, etc.) currently used by York Regional Police to determine their effectiveness.	2008
Communication system (TTY) used by persons who are deaf, deafened or hard of hearing.	Research availability of software that will provide better options than the current TTY system, and that will interface directly with Computer Aided Dispatch (CAD) system.	2008

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Barriers That Will Be Addressed for 2008

Barrier Identified	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						
Parking lot at 2 District.	Physical	Physical	The parking lot will be easier to manoeuvre for people with physical disabilities.	Relocation of accessible parking spaces	Policing services at 2 District will be easily accessed by persons with physical disabilities.	2008
Making it Easier to Participate in Regional Government						
Canadian Hearing Society membership of the York Regional Police Recruitment Community Insights Program.	Attitudinal	Sensory	Enhance officers' knowledge of the communities they serve in York Region including the community of people who are deaf, deafened or hard of hearing.	Continue to invite representation from the Canadian Hearing Society to become members of the YRP Recruitment Community Insights Program.	Improved communications in a factual and integrative manner.	2008
Representation of persons who are deaf, deafened or hard of hearing on the York Regional Equity Advisory Committee.	Attitudinal	Sensory	Membership on Equity Advisory Committee (representing diversity across the Service) will be more inclusive therefore, representing the community as a whole.	Appoint a York Regional Police member who is deaf, deafened or hard of hearing to sit on York Regional Equity Advisory Committee.	The mission of this committee is to be the leaders in creating 'inclusivity awareness' through promoting an inclusive, diverse and highly skilled organization.	2008

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Making it Easier to Participate in Regional Government						
Canadian Hearing Society Sign Language Interpreter Services Protocol.	Policy/Practice	Sensory	Provision of Sign Language Service Protocol will enable appropriate and 'timely' access to Sign Language Interpreter Services	Access to Sign Language Interpreter services.	Enhanced level of communication between parties and positive feedback from clientele using this service.	2008
Changing Attitudes and Raising Awareness						
Increase awareness of staff to the needs of persons with disabilities through continued staff participation in inclusivity training.	Attitudinal	All	Will provide additional staff with an introduction to information to effectively and respectfully serve persons with disabilities.	An additional 6-10 of 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.	2008
Awareness of officers and dispatchers to the needs of citizens who are deaf, deafened or hard of hearing.	Attitudinal	Sensory	Will provide officers and dispatchers with better understanding of how to deal with citizens who are deaf, deafened or hard of hearing.	Officers and dispatchers to participate in re-qualification training through the Canadian Hearing Society to receive: a) Diversity Speakers component re-qualification training; b) Communications training	Improved policing interactions with citizens who are deaf, deafened or hard of hearing are improved.	2008
Training curriculum for specialized police units where hearing loss may be an issue.	Informational	Sensory	Raising awareness through preventative education for staff at risk of becoming a person who is deaf, deafened or hard of	Review the training curriculum for specialized police units where hearing loss may be an issue.	Staff awareness is raised and hearing loss is prevented.	2008

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York Regional Police - 2008

Barriers That Will Be Addressed for 2008

Barrier Identified	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?)
			hearing.			
Changing Attitudes and Raising Awareness						
Aids for officers to use with citizens who are deaf, deafened or hard of hearing.	Communicational	Sensory	Policing interactions with citizens who are deaf, deafened or hard of hearing will be improved.	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.	The use of communication aids will enhance officers' ability to communicate effectively with citizens who are deaf, deafened or hard of hearing.	2008