South Simcoe Police Multi-Year Accessibility Plan

2014-2021

This 2014-21 accessibility plan outlines the policies and actions that the South Simcoe Police will put in place to improve opportunities for people with disabilities.

Background and Statement of Commitment

About 1.8 million people in Ontario or about 15.5% of the population report having a disability (Statistics Canada, 2006). People with disabilities are active participants in our communities, contributing to the local economy and accessing local goods and important that the services and facilities of the people with disabilities.

Statistics project that by 2036, 20% of all Canadians will have some form of disability. And in the next 20 years, an aging population and people with disabilities will represent 40% of the total income in Ontario that's $536 billion (Ontario Population Projections 2008- 2036, Fall 2009 Ministry of Finance Report). As a result, service delivery, and programming will continually need to be modified to meet changing needs. The South Simcoe Police has developed accessibility plans and policies in order to remove barriers and ensure availability of services for people with disabilities.

The Multi-Year Accessibility Plan outlines strategies and actions to identify, prevent, and remove barriers for people with disabilities. The plan also details our approach, timelines and strategy to meet the requirements of Ontario's accessibility legislation, the Accessibility for Ontarians with Disabilities Act, 2005. The Plan addresses the requirements of the Regulation (IASR) under the Accessibility for Ontarians with Disabilities Act of 2005. In 2005, the Accessibility for Ontarians with Disabilities Act, 2005 created five standards in accessibility in the areas of Customer Service, Information and Communication, Employment, Transportation, and the Built Environment. These standards apply to both public and private companies. The South Simcoe Police has created policies and practices around these requirements and will continue to improve based on the multi-year plan.

The South Simcoe Police is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the Accessibility for Ontarians with Disabilities Act.

Accessible Emergency Information

The South Simcoe Police is committed to providing the customers and clients with publicly available emergency information in an accessible way upon request. We will also provide employees with disabilities with individualized emergency response information when necessary.

Training

The South Simcoe Police will provide training to employees, volunteers and other staff members on Ontario's accessibility laws and on the Human Rights Code as it relates to people with disabilities. Training will be provided in a way that best suits the duties of employees, volunteers and other staff members.

The South Simcoe Police has taken the following steps to ensure employees are provided with the training needed to meet Ontario's accessible laws by **January 1, 2015**:

- In cooperation with the South Simcoe training branch incorporate, as required, Accessibility training in the annual In-service training syllabus.
- Provide training to:
    - all employees and volunteers, including paid and unpaid positions;
    - anyone who is involved in developing our organization's policies, including managers, senior leaders, and;
    - anyone who provides goods, services or facilities on our behalf.

Information and Communications

The South Simcoe Police is committed to meeting the communication needs of individuals with disabilities. We will consult with individuals with disabilities to determine their information and communication needs.

Feedback

To comply with the AODA Customer Service Standard, South Simcoe Police has put into place an accessible feedback process to receive and respond to feedback from customers and members of the public who have a disability. The South Simcoe Police has made the feedback process available to the public, and is available in accessible formats on request.

The South Simcoe Police has taken the following steps to make all website content conforms with WCAG 2.0, Level A by **January 1, 2014**:

- Ensuring Technology and content owners are aware of ISAR requirements for existing and future web content
- Ensuring compliance by due date

The South Simcoe Police will take the following steps to ensure all publicly available information is made available in accessible format upon request by **January 1, 2016**:

- Inform the public that we will make information available in accessible format upon request.
- Consult with individuals who request accessible information to determine how best to meet their needs, as soon as possible.

The South Simcoe Police will take the following steps to make all websites and content conform with WCAG 2.0, Level AA by **January 1, 2021**:

- Ensure Technology and content owners are aware of ISAR requirements for existing and future web content
- Ensure compliance by due date

Employment

Recruitment

The South Simcoe Police is committed to fair and accessible employment practices.

We have taken the following steps to notify the public and staff that, when requested, the South Simcoe Police will accommodate people with disabilities during the recruitment and assessment processes and when people are hired.

- Let job applicants know that we will accommodate disabilities during the selection process.
- If a job applicant requests accommodation, consult with them and make adjustments that best suit their needs.
- Notify successful applicants of our policies for accommodating employees with disabilities.

Information for Employees

The South Simcoe Police has taken the following steps to ensure employees know about our organization's policies for supporting employees with disabilities. **By January 1, 2016**, we will:

- Ensures our staff knows about our organization's policies for supporting employees with disabilities.

- Informs our employees about these policies when:
    - this requirement comes into effect for The South Simcoe Police, and;
    - when we hire new employees;
    - when we change the policies.

Processes to Accommodate Employees

The South Simcoe Police will take the following steps to develop and put in place a process for developing individual accommodation plans and return-to-work policies for employees that have been absent due to a disability. **By January 1, 2016**, we will:

- Develop individual accommodation plans and return-to-work policies for employees that have been absent due to a disability.
- Outline the steps we will take to help our employees return to work when they:
    - have been absent because of a disability, and
    - need some form of disability-related accommodation to return to work.

We will take steps to ensure the accessibility needs of employees with disabilities are taken into account.

The South Simcoe Police is using performance management, career development and redeployment processes. **By January 1, 2016**, we will:

- Make performance management accessible by:
    - Reviewing our employees' accommodation plans to understand their needs and see whether we need to make adjustments to help them succeed
    - Making performance management documents, such as performance plans, available in accessible formats, such as large print, when asked, and
    - Providing feedback and coach your employees in a way that is accessible to them, such as using plain language for an employee who has a learning disability.
- When we provide career development opportunities, consider what accommodations your employees with disabilities may need to:
    - learn new skills, or;
    - take on more responsibilities in their current position;
    - consider what we could do to help our employees with disabilities succeed in other positions in our organization when they change jobs.

Other

The South Simcoe Police will take steps to prevent and remove any other accessibility barriers as identified by the public, employees, and customers of the South Simcoe Police as required and requested.

Design of Public Spaces

The South Simcoe Police will meet the Accessibility Standards for the Design of Public Spaces when building or making major modifications to public spaces. Relevant public spaces include:

- Service-related elements like service counters and waiting areas

The South Simcoe Police will put the following procedures in place to prevent service disruptions to its accessible parts of its public spaces.

- In the event of a service disruption, we will notify the public of the service disruption and alternatives available.

For more information, questions, or concerns regarding accessibility at The South Simcoe Police or to request communication in an accessible format, please contact the South Simcoe Police Human Resources Manager, **Julie Kumar or** Manager Information Services & Resources Manager, **Kim Taylor, Manager** at:

- Phone: 905-775-3311 Ext 1015 or 1001
- Email: accessibility@southsimcoepolice.ca