



Toronto Police Service Multi-Year Accessibility Plan 2022 – 2025

This document is available in alternate formats upon request.

Please contact the Toronto Police Service

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Statement of Commitment

The Toronto Police Service (TPS) is committed to complying with both the Ontario [Human Rights Code](#) and the [Accessibility for Ontarians with Disabilities Act, 2005](#) (AODA) by addressing accessibility issues in a timely manner that upholds the principles of dignity, independence, integration, and equal opportunity. The TPS is committed to meeting the needs of persons with disabilities (pertaining to both visible and invisible disabilities), and creating an inclusive environment by identifying, preventing, and removing barriers to accessibility while meeting legislative requirements within the identified timelines.

Introduction

The AODA is a provincial law. Under the AODA, organizations, including the TPS, are required to develop multi-year accessibility plans to help make Ontario accessible by 2025. The *Toronto Police Service 2022-2025 Multi-Year Accessibility Plan* (Accessibility Plan) outlines the TPS initiatives and implementation strategies to meet legislative requirements under the AODA, to comply with Toronto Police Services Board policy, and to prevent and remove barriers to ensure an accessible organization and delivery of accessible services.

An Accessibility Leadership Committee (ALC), comprised of stakeholders from units within the TPS, was established. They provided advice and direction on accessibility within their units, and ensured the initiatives outlined in the Accessibility Plan are implemented as required. This plan was developed in consultation with the ALC.

An accessible TPS means:

- Persons with disabilities (including both members of the Service and visitors) receive quality services in a timely manner
- Information and communications are available in accessible formats and/or with communication supports in a manner that takes into account each individual's disability
- Members of the Service and visitors with disabilities are able to participate fully and meaningfully
- There is greater accessibility to and within TPS facilities and public spaces
- Members are able to identify barriers to accessibility and actively seek solutions to prevent or remove them

This Accessibility Plan is posted on the TPS website and is available in accessible formats upon request. Inquiries can be directed to the Equity, Inclusion & Human Rights Unit at 416-808-8176, or via email at equityinclusion@torontopolice.on.ca.

Background

The purpose of the AODA is to address discrimination against persons with disabilities by ensuring barrier-free access to goods, services, facilities, accommodation, employment, buildings, structures, and premises for all Ontarians. The AODA specifies that organizations must address accessibility in the above eight areas by 2025.

The [Customer Service Standard](#) under the [Ontario Regulation 191/11: Integrated Accessibility Standard](#) requires that the TPS provides accessible public services for persons with disabilities and ensures that policies and procedures are in place to support these requirements.



Ontario Regulation 429/07

Compliance with O. Reg. 429/07: Accessibility Standards for Customer Service, was mandatory by January 1st, 2012. This regulation established accessibility standards to ensure better customer service for persons with disabilities. Compliance with this standard ensures persons with disabilities receive quality goods and services in a timely manner, supported by effective mechanisms and resources that promote accessibility in customer service.

Ontario Regulation 191/11

O. Reg. 191/11: Integrated Accessibility Standards, came into force in July 2011, and contained three accessibility standards. These standards include: Information and Communication, Employment, and Transportation. O. Reg. 191/11 has been amended twice since becoming law.

Amendments

Ontario Regulation 413/12

Ontario Regulation 165/16

In January 2013, O. Reg. 191/11 was amended by O. Reg. 413/12. This amendment added the accessibility standard of Design of Public Spaces (Accessibility Standards for the Built Environment). In June 2016, O. Reg. 165/16 further amended O. Reg. 191/11, revoked O. Reg. 429/01, and combined the general requirements and five accessibility standards, implemented through a phased-in approach, into the Integrated Accessibility Standards Regulation (IASR). The five accessibility standards are: Information and Communications, Employment, Transportation, Design of Public Spaces, and Customer Service.

Barriers to Accessibility

A barrier is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability. Disability is not a barrier, however, barriers exist that may exclude persons with disabilities from participating fully in life. Future barriers can be prevented through inclusive planning and universal design.

Barriers can be both visible and non-visible, such as stairs and doors that create physical barriers, or processes and policies that may unintentionally create systemic barriers.

Types of barriers include:

- Architectural and physical barriers - features of buildings or spaces, and/or every day practices, that present obstacles for persons with disabilities
- Information or communications barriers – features such as small print size or low contrast between background and text can make it difficult to convey and/or receive information.
- Attitudinal barriers – assumptions, perceptions, and/or actions that discriminate against persons with disabilities
- Technology barriers – lack of technology, and/or when technology is not designed to support assistive devices
- Organizational barriers (systemic barriers) - policies, practices and/or procedures that discriminate against persons with disabilities



Monitoring and Evaluating

The TPS will monitor and evaluate compliance with the AODA. The Accessibility Plan will be updated at least once every five years to reflect steps taken to improve accessibility, highlight achievements, and to make adjustments as required to ensure legislative compliance.

Feedback is crucial to the evaluation process. The TPS will continue to develop and review strategies to engage people, especially those with disabilities, in providing accessibility-related feedback.

Ensuring Accessible Services

The TPS is committed to ensuring its services and facilities are accessible to persons with disabilities.

For the TPS, the legislative requirements of O. Reg. 429/07 took effect on January 11, 2013 and the requirements of O. Reg. 191/11 were phased in between January 1, 2012 and January 1, 2017.

A new TPS procedure entitled Accessibility for Persons with Disabilities came into effect on December 28, 2011, to ensure TPS compliance with the AODA and its Regulations.

A companion Procedure Information document providing information on the provision of accessible services is publicly available on the Procedure Information page of the TPS's website at

<https://www.tps.ca/service-procedures/>.

Training Policy

The TPS is committed to ensuring members receive training in compliance with legislation to ensure its goods, services, programs, and facilities are accessible for persons with disabilities.

Under the AODA, the TPS must ensure all employees, volunteers, and all other persons who provide goods, services, or facilities on behalf of the TPS, are provided with training, appropriate to their duties, on the requirements of the accessibility standards in O. Reg. 191/11, and on the *Human Rights Code*, as it pertains to persons with disabilities.

The TPS AODA training consists of the following modules:

- How the AODA and the Ontario Human Rights Code work together
- General Requirements
- Information and Communications Standard
- Employment Standard
- Design of Public Spaces
- Customer Service Standard

This training continues to be delivered through an electronic Learning Management System called the Canadian Police Knowledge Network. New employees, volunteers, and other persons are provided with mandatory AODA training as soon as practicable. Training related to changes to legislation, policy, and procedure is provided on an ongoing basis as required.

Completion of AODA training is tracked through the internal electronic Human Resources Management System.

The Equity, Inclusion, & Human Rights Unit conducts periodic audits from the Human Resources Management System and provides management with lists of the names of members who have not completed the mandatory AODA training.



Integrated Accessibility Standards Regulation (IASR)

IASR has five parts that apply to the TPS:

- Part I: General Requirements – compliance date January 1st, 2012.
- Part II: Information and Communications Standards* – compliance date January 1st, 2015.
- Part III: Employment Standards – compliance date January 1st, 2016.
- Part IV.1: Design of Public Spaces Standards – compliance date January 1st, 2017.
- Part IV.2: Customer Service Standards – compliance date January 1st, 2012.

Note: Part IV: Transportation Standards – does not apply to the TPS.

*There are some exceptions to the compliance dates such as compliance for websites.

The TPS uses its internal network system, Routine Orders, to notify members of changes, updates, and training relating to the AODA.

The TPS filed a compliance report with the Government of Ontario in August 2014, December 2017, June 2021, and must do so every 3 years thereafter.



Part I: General Requirements

Table 1: General Requirements - Initiatives and Implementation

Initiative	Implementation
1.1 Establishment of Accessibility Policies [O. Reg. 191/11, s. 3]	3. (1) Every obligated organization shall develop, implement and maintain policies governing how the organization achieves or will achieve accessibility through meeting its requirements referred to in this Regulation. (3) Every obligated organization, other than a small organization, shall, (a) prepare one or more documents describing the policies it developed under subsection (1); and (b) make the documents publicly available and, on request, provide them in an accessible format On December 17, 2009, the Toronto Police Services Board approved its Accessibility Standards Policy entitled “Accessibility Standards for Customer Service.” This policy is available on the Toronto Police Services Board website. The TPS has implemented a Procedure, (Procedure 13-20), as per AODA requirements. The existence of this procedure was communicated to members through Routine Order 2011.12.28-1384-New Procedure 13-20 “Accessibility for Persons with Disabilities.” Procedure 13-20 was published to the Services Procedures page, as well as to the Accessibility page, of the Toronto Police Service website on 2022.10.26.
1.2 Accessibility Plans [O. Reg. 191/11, s. 4]	The TPS established the Accessibility Leadership Committee (ALC) to implement the requirements of the IASR within identified timelines. The Accessibility Plan was developed in consultation with the ALC. It outlines the TPS initiatives to ensure compliance with legislation, Toronto Police Services Board policy, and the identification, prevention, and removal of barriers to create and maintain an accessible organization and delivery of accessible services. The Accessibility Plan will be reviewed and updated at least once every five years. It is available on the TPS website and in an accessible format or with communication supports, upon request.



Initiative	Implementation
1.4 Training [O. Reg. 191/11, s. 7]	Members receive training on the following topics: • How the AODA and the Ontario Human Rights Code works together • General Requirements • Information and Communications Standard • Employment Standard • Design of Public Spaces • Customer Service Standard IASR training was delivered to members through an electronic Learning Management System called the Canadian Police Knowledge Network. The requirement for members to complete training for the General Requirements, Information and Communications, Employment and Design of Public Spaces standards was issued to members by way of Routine Order in 2015. A reminder Routine Order was send out on 2023.01.17. Completion of AODA training is tracked through the internal electronic Human Resources Management System. New members receive mandatory AODA training as soon as practicable. Training related to changes in policy and procedure is provided on an ongoing basis as required.



Part II: Information and Communications Standards

Table 2: Information and Communications Standards - Initiatives & Implementation

Initiative	Implementation
2.1 Feedback [O. Reg. 191/11, s. 11]	TPS Form 832 - Customer Feedback Form was created in 2012 and is available on the TPS website. After consultation with the Beyond Disabilities Community Consultative Committee (CCC), the form was reviewed and revised on 2023.02.20. This form is accessible to all persons through providing or arranging for the provision of accessible formats and communication supports, upon request. Feedback may be provided in-person, via telephone, using the online Customer Feedback Form, and via email at equityinclusion@torontopolice.on.ca. All feedback is directed to the appropriate unit for action and is addressed according to established TPS practices and procedures.
2.2 Accessible Formats and Communication Supports [O. Reg. 191/11, s. 12]	Upon request, the TPS arranges for the provision of accessible formats and communication supports for persons with disabilities, in a timely manner that takes into account the person's accessibility needs. The TPS consults with the person making the request in determining the suitability of an accessible format or communication support. Members of the public requiring additional information on accessibility or accessible formats may contact the Equity, Inclusion & Human Rights Unit at 416-808-8176 or equityinclusion@torontopolice.on.ca. Information about the availability of accessible formats and communication supports is posted on the TPS website on the Equity, Inclusion & Human Rights Unit. TPS members receive mandatory AODA training on accessible and alternate formats and communication supports through the Canadian Police Knowledge Network.



Initiative	Implementation
2.3 Emergency Procedures, Plans or Public Safety Information [O. Reg. 191/11, s. 13]	A bilingual accessibility sign is prominently displayed at the entrance of public police facilities advising the public they can request assistance. The TPS provides emergency plans and/or public safety information in an accessible format or with appropriate communication supports, as soon as practicable, upon request. Members have received training on communication supports. Members will work with each person in a way that takes their disability into account to ensure the person understands the emergency procedures, evacuation routes etc. Members may liaise with the Equity, Inclusion & Human Rights Unit to request an alternate format.
2.3 Accessible Websites and Web Content [O. Reg. 191/11, s. 14]	The TPS Corporate Communications section has ensured the TPS website complies with the current technical standards. The TPS website, including its web-based apps, comply with the Web Content Accessibility Guidelines (WCAG) 2.0 Level AA as of January 1, 2021. Feedback can be provided to the TPS using the online Customer Feedback Form, or via email at equityinclusion@torontopolice.on.ca, telephone (416-808-8176), and in person.

Part III: Employment Standards

Table 3: Employment Standards - Initiatives & Implementation

Initiative	Implementation
3.1 Recruitment General [O. Reg. 191/11, s. 22]	A statement on the TPS Careers webpage provides contact information for applicants requiring disability-related accommodation or order to participate in the recruitment process. External and internal postings make applicants aware that accommodation is available upon request for applicants with disabilities throughout the recruitment process.



Initiative	Implementation
3.2 Recruitment, Assessment or Selection Process [O. Reg. 191/11, s. 23]	When applicants are notified of their interview they are advised in their email that if they require any accommodation in order to participate in the interview process, or in case of an emergency/evacuation during the interview, to let the sender know. If an applicant identifies a need for accommodation, members of the Talent Acquisition Unit will consult with the applicant and provide or arrange for the provision of a suitable accommodation in a manner that takes into account the applicant's accessibility needs due to disability, absent undue hardship.
3.3 Notice to Successful Applicants [O. Reg. 191/11, s. 24]	Every employer shall, when making offers of employment, notify the successful applicant of its policies for accommodating employees with disabilities. Toronto Police Service provides new Hires with information regarding Workplace Accommodations. Procedure 08-13 'Workplace Accommodation' is included in the Onboarding material to new members.
3.4 Informing Employees of Supports [O. Reg. 191/11, s. 25]	The TPS has processes to support members with disabilities. New hires are informed of the available supports during their orientation session by Talent Acquisition. Specifically, they are made aware of TPS Procedure 08-13 Workplace Accommodation – Medical and Procedure 13-20 Accessibility for Persons with Disabilities. Current members are notified of supports, including information on accommodation and workplace emergency response, through a variety of methods including: • Routine Orders • TPS Procedures • The TPS Intranet • Training



Initiative	Implementation
3.5 Accessible Formats and Communication Supports for Employees [O. Reg. 191/11, s. 26]	Members are trained on the availability of accessible formats and communication, via the mandatory Employment Standards AODA training, through information contained in Routine Orders and TPS Procedures. The TPS consults with members to provide or arrange for the provision of accessible formats and communication supports for: • Information that is needed in order to perform the member's job • Information that is generally available to members in the workplace The TPS consults with members to determine the suitability of an accessible format or communication support. All internal job call/promotion documents include a statement advising that accommodation is available upon request.
3.6 Workplace Emergency Response Information [O. Reg. 191/11, s. 27]	The TPS has an established process to provide members who request accommodation due to their disability with individualized emergency response information. TPS form 837 – AODA Employee Emergency Response Information was last revised on 2023.02.20 after consultation with the Beyond Disabilities Community Consultative Committee (CCC). Members may use the form to identify assistance required in an emergency. This form includes consent from the member to share information with those designated to provide assistance in the event of an emergency. Upon request, the TPS works with the member requiring an accommodation to provide individualized workplace emergency response information as soon as practicable. The established process includes guidelines indicating when plans and information are to be reviewed due to a move, a change in accommodation needs, or a review of emergency response policies.



Initiative	Implementation
3.7 Documented Individual Accommodation Plans [O. Reg. 191/11, s. 28]	The TPS has long-standing processes for individual accommodation plans (plans) for members with disabilities. These processes are facilitated by Wellness – Medical Advisors, are initiated under Procedure 08-13 Workplace Accommodation, and comply with AODA legislation. In addition to protection of privacy, these processes include explanations of how the: • member can participate in development of the plan • member is assessed on an individual basis • member can request evaluation by an external doctor • member can request the participation of a union representative in developing the plan • accommodation plan will be reviewed, updated, and the frequency with which that will happen • member is notified of a denied request for accommodation • alternate format or communication supports suitable for the member's accessibility needs will be provided Plans include information regarding accessible formats and communication supports provided, when requested; individualized workplace emergency response information, if required; and any other accommodation to be provided. Plans are incorporated into all transitional modified work and permanent accommodation programs, with ongoing communication to ensure the accommodation meets members' needs throughout their employment.
3.8 Return to Work Process [O. Reg. 191/11, s. 29]	The TPS has long-standing processes that form part of Procedures 08-02 Sickness Reporting and 08-13 Workplace Accommodation. Members who have been absent from work due to a disability and who require accommodation to return to work communicate with Wellness – Medical Advisors and appropriate return to work plans are developed. The above TPS Procedures outline the steps the TPS takes to facilitate the return to work of members, and the process for documented individual accommodation plans.
3.9 Performance Management [O. Reg. 191/11, s. 30]	TPS Procedure 14-02 Evaluations, Reclassifications and Appraisals states that accommodation and accessibility needs must be taken into account when conducting performance appraisals.



Initiative	Implementation
3.10 Career Development & Advancement [O. Reg. 191/11, s. 31]	Staff development and promotional opportunities take into account the accessibility needs of members with disabilities and/or individual accommodation plans.
3.11 Redeployment [O. Reg. 191/11, s. 32]	When redeploying members, the TPS takes into account members' accommodation and accessibility needs. Accommodation plans apply throughout the TPS for the duration of the accommodation period regardless of where the member is assigned.

Part IV.1: Design of Public Spaces Standards

Table 4: Design of Public Spaces Standards - Initiatives and Implementation

Initiative	Implementation
4.1 Exterior Paths of Travel, Application [O. Reg. 191/11, s. 80.21]	Part IV.1 applies to public spaces that are newly constructed or redeveloped on or after January 1, 2017. The TPS Facilities Management department is staffed by professionals with expertise in the construction of new police facilities and redevelopment of existing facilities. They work with the City of Toronto to ensure new buildings and/or redevelopment comply with this Standard.
4.2 Exterior Paths of Travel, ramps, stairs, curbs [O. Reg. 191/11, s. 80.22 - s. 80.27]	The TPS Facilities Management, in conjunction with the City of Toronto, ensures exterior paths of travel that they construct or redevelop and intend to maintain compliance with the technical requirements of this Standard.
4.2 Service Counters [O. Reg. 191/11, s. 80.41]	The TPS ensures that new or redeveloped service counters comply with this Standard.
4.3 Waiting Areas [O. Reg. 191/11, s. 80.43]	The TPS ensures that new or redeveloped fixed seating waiting areas comply with this Standard.



Initiative	Implementation
4.4 Maintenance of Accessible Elements [O. Reg. 191/11, s. 80.43]	Issues of preventative and emergency maintenance of the accessible elements in public spaces are reported to Facilities Management as a building deficiency through the Facilities Request Portal on the TPS Intranet. TPS Form 836 – Notice of Temporary Disruption was created in 2012 and is available to members through TPS Forms. In the event of a temporary disruption to accessible elements, members will complete this form providing the location and reason, anticipated disruption period, and alternate facilities/services available during the disruption.

Part IV.2: Customer Service Standard

Table 5: Customer Service Standards - Initiatives & Implementation

Initiative	Implementation
5.1 Establishment of Policies [O. Reg. 191/11, s. 80.46]	On December 17, 2009, the Toronto Police Service Board approved its Accessibility Standards for Customer Service policy to meet its obligations under the AODA. The TPS implemented a Procedure 13-20 - Accessibility for Persons with Disabilities in compliance with the AODA and Toronto Police Services Board policy, which was communicated to members via Routine Order. An Accessibility Leadership Committee (ALC) was established to ensure legislative compliance with the AODA.
5.2 Use of Service Animals & Support Persons [O. Reg. 191/11, s. 80.47]	(2) If a person with a disability is accompanied by a guide dog or other service animal, the provider shall ensure that the person is permitted to enter the premises with the animal and to keep the animal with him or her, unless the animal is otherwise excluded by law from the premises. TPS Procedure 13-20 provides direction to members when a person with a disability is accompanied by a service animal and/or a support person.



Initiative	Implementation
5.3 Notice of Temporary Disruptions [O. Reg. 191/11, s. 80.48]	TPS Procedure 13-20 provides direction to Unit Commanders in the event of a temporary disruption in the facilities, goods, or services that are normally available to the public. TPS Form 836 – Notice of Temporary Disruption was created in 2012 and is available to members through TPS Forms. This was communicated to members via Routine Order in 2013. In the event of a temporary disruption to accessible elements, members may use this form to provide the following information on the disruption: location and reason, anticipated disruption period, and alternate facilities/services available during the disruption, if any.



Initiative	Implementation
5.4 Training For Staff, etc. [O. Reg. 191/11, s. 80.49]	All TPS members received the required training on the purpose of the AODA and its regulations, and the requirements of the Customer Service Standard through an electronic Learning Management System called the Canadian Police Knowledge Network (CPKN). New employees, volunteers, and other persons receive mandatory AODA training as soon as practicable. The first 3 parts of the AODA Module are mandatory for <u>all</u> TPS members. All Senior Officers and members of Facilities Management are required to complete an additional CPKN module entitled 'AODA Module 3 – Part 4'. Information related to changes in policy and procedure is provided on an ongoing basis as required. (6) Every provider, other than a small organization, shall, (a) prepare a document that describes its training policy, summarizes the content of the training and specifies when the training is to be provided; and (b) on request, give a copy of the document to any person. O. Reg. 165/16, s. 16. (7) Every provider, other than a small organization, shall notify persons to whom it provides goods, services or facilities that the document required by subsection (6) is available on request. (8) The notice required by subsection (7) may be given by posting the information at a conspicuous place on premises owned or operated by the provider, by posting it on the provider's website, if any, or by such other method as is reasonable in the circumstances.
5.5 Feedback Process Required [O. Reg. 191/11, s. 80.50]	TPS Form 832 - Customer Feedback Form was created in 2012 and is available on the TPS website. This form is accessible to all persons through providing or arranging for the provision of accessible formats and communication supports, upon request. Feedback may be provided in-person, via telephone, using the online Customer Feedback Form, and via email at equityinclusion@torontopolice.on.ca. All feedback is directed to the appropriate unit for action and is addressed according to established TPS practices and procedures. The Customer Feedback Form is available on the TPS website and will be provided in an alternate format upon request.



Initiative	Implementation
5.6 Format of Documents [O. Reg. 191/11, s. 80.51]	All members receive training on accessible and alternate formats and communication supports through the mandatory AODA training. The TPS provides, on request, information in an accessible format or with communication supports to persons with disabilities, in a manner that takes into account their disability. The TPS consults with the person making the request in determining the suitability of an accessible format or communication support. The Equity, Inclusion & Human Rights Unit is the point of contact for people requesting additional information, and for those requesting an accessible format or communication supports. The Equity, Inclusion & Human Rights Unit can be reached via email at equityinclusion@torontopolice.on.ca, and by telephone at 416-808-8176. The TPS Records Management Services unit receives requests for accessible formats. The Equity, Inclusion & Human Rights Unit works with Records Management Services to provide documents for persons with disabilities, in a manner that takes into account their disability.

Moving Forward

The TPS will review processes to identify gaps to enhance these processes as necessary to continue to meet legislative requirements, and to fulfill its commitment to meet the needs of persons with disabilities; to address accessibility issues in a timely manner that upholds the principles of dignity, independence, integration, and equal opportunity; and to identify, remove, and prevent barriers to accessibility.

The TPS filed its most recent compliance report with the provincial government in June 2021. The next reporting date is on or before December 31, 2023.

To ensure TPS members can easily access AODA-related information at all times, in November 2016, the TPS launched an internal [AODA webpage](#) to act as a comprehensive repository of AODA-related materials. The website will be updated as necessary.

Feedback

We welcome your feedback, as it is an important part of the process for ensuring the TPS continues to provide accessible goods, services and facilities to persons with disabilities. The TPS will continue to develop and review strategies to engage people, especially those with disabilities, in providing accessibility-related feedback.



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Feedback may be provided in-person, via telephone, using the online [Customer Feedback Form](#) available on the TPS website, and via email at equityinclusion@torontopolice.on.ca.

All feedback is directed to the appropriate unit for action and is addressed according to legislative requirements and established TPS practices and procedures.

Please let us know if you have encountered any accessibility issues, including any accessibility issues with the feedback process.

To request a copy of this Accessibility Plan in an alternate format or to send us your comments or questions, please contact us at:

Toronto Police Service, Equity, Inclusion & Human Rights Unit, 40 College Street Toronto, ON M5G 2J3

Telephone: 416 808-8176

Email: equityinclusion@torontopolice.on.ca

To view this plan online visit: [2022-2025 Accessibility Plan \(tps.ca\)](#)

References

- Accessibility Directorate of Ontario [Accessibility Laws](#)
- [Blind Persons' Rights Act, R.S. O 1990, c. B.7](#)
- [The Ontario Human Rights Code, R.S.O. 1990, c. H.19](#)
- Service Ontario [e-Laws](#)
 - [Accessibility for Ontarians with Disabilities Act, 2005 \(AODA\)](#)
 - [Ontario Regulation 429/07](#)
 - [Ontario Regulation 191/11](#)
 - [Ontario Regulation 413/12](#)
 - [Ontario Regulation 165/16](#)
- Toronto Police Service: Rules and Procedures



Appendix A - Definitions

Accessible Format

For the purposes of O. Reg. 191/11, may include, but is not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

[O. Reg. 191/11, s. 2]

Assistive Device

A device used to replace, compensate for, or improve the functional abilities of people with disabilities, which includes a broad range of items such as mobility and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls and respiratory devices. [TPS Service Governance]

Barrier

For the purposes of the AODA, means anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability, including a physical barrier, an architectural barrier, information or communications barrier, an attitudinal barrier, a technological barrier, a policy or a practice; (“obstacle”). [AODA s. 2]

Communications

For the purposes O. Reg. 191/11 Part II, means the interaction between two or more persons or entities, or any combination of them, where information is provided, sent or received.

[O. Reg. 191/11, s. 9 (1)]

Communication Supports

For the purposes of O. Reg. 191/11, may include, but are not limited to, captioning, alternate and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications. [O. Reg. 191/11, s. 2]

Conversion Ready

For the purposes O. Reg. 191/11 Part II, means an electronic or digital format that facilitates conversion into an accessible format. [O. Reg. 191/11, s. 9 (1)]

Dignity

For the purposes of this Accessibility Plan means to: provide service in a way that allows the person with a disability to maintain self-respect and the respect of other people. [[Ontario.ca](https://www.ontario.ca)]

Disability

For the purposes of the AODA, means

- any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device
- a condition of mental impairment or a developmental disability.
- a learning disability or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- a mental disorder.
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

[AODA s. 2]



Equal Opportunity

For the purposes of this Accessibility Plan, means to provide service to a person with a disability in such a way that they have an equal opportunity to access your goods, services or facilities as what is given to others. [[Ontario.ca](https://www.ontario.ca)]

Guide Dog

For the purposes of O. Reg. 191/11 Part IV.2, means a guide dog as defined in section 1 of the [Blind Persons' Rights Act](#). [O. Reg. 191/11, s. 80.45 (3)]

Independence

For purposes of this Accessibility Plan means: a person with a disability is allowed to do things on their own without unnecessary help or interference from others. [[Ontario.ca](https://www.ontario.ca)]

Information

For the purposes of O. Reg. 191/11 Part II, includes data, facts and knowledge that exists in any format, including text, audio, digital or images, and that conveys meaning.
[O. Reg. 191/11, s. 9 (1)]

Integration

For purposes of this Accessibility Plan, means to provide service in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless a different way is necessary to enable them to access goods, services or facilities. [[Ontario.ca](https://www.ontario.ca)]

Large Organization

For the proposes of O. Reg. 191/11, means an organization with 50 or more employees in Ontario, other than the Government of Ontario, the Legislative Assembly or a designated public sector organization. [O. Reg. 191/11, s. 2]

Maintenance

For the proposes of O. Reg. 191/11 Part IV.1, means activities that are intended to keep existing public spaces and elements in existing public spaces in good working order or to restore the spaces or elements to their original condition, examples of which include painting and minor repairs. [O. Reg. 191/11, s. 80.1]

Member

A member of the TPS including a police officer; a civilian member employed on a permanent, temporary, seasonal, consultant or contract basis; an unpaid auxiliary member, volunteer, or co-operative education program student [TPS Governance Definitions].

Note: for the purposes of O. Reg. 191/11 Part III – Employment Standards, a member (an employee) does not include a volunteer or other non-paid individual. [O. Reg. 191/11, s. 20 (1)]

Mobility Aid

For the proposes of O. Reg. 191/11, means a device used to facilitate the transport, in a seated posture, of a person with a disability. [O. Reg. 191/11, s. 2]

Mobility Assistive Device

For the proposes of O. Reg. 191/11, means a cane, walker or similar aid. [O. Reg. 191/11, s. 2]

Obligated Organization

For the purposes of the AODA, means the Government of Ontario, the Legislative Assembly, a designated public sector organization, a large organization and a small organization.
[O. Reg. 191/11, s. 2]



Off-Street Parking Facilities

For the purposes of O. Reg. 191/11 Part IV.1, means includes open area parking lots and structures intended for the temporary parking of vehicles by the public, whether or not the payment of a fee is charged and includes visitor parking spaces in parking facilities [O. Reg. 191/11, s. 80.1]

Organization

For the purposes of the AODA, means any organization in the public or private sector and includes: the Government of Ontario and any board, commission, authority or other agency of the Government of Ontario, any agency, board, commission, authority, corporation or other entity established under an Act, a municipality, an association, a partnership and a trade union, or any other prescribed type of entity. [AODA, s. 2]

Redeveloped

For the purposes of O. Reg. 191/11 Part IV.1, means planned significant alterations to public spaces, but does not include maintenance activities, environmental mitigation or environmental restoration. [O. Reg. 191/11, s. 80.1]

Service Animal

For the purposes of O. Reg. 191/11, Part IV.2, an animal is a service animal for a person with a disability if,

- (a) the animal can be readily identified as one that is being used by the person for reasons relating to the person's disability, as a result of visual indicators such as the vest or harness worn by the animal; or
- (b) the person provides documentation from a regulated health professional confirming that the person requires the animal for reasons relating to the disability.

[O. Reg. 191/11, s. 80.45 (4)]

There are no restrictions on what type of animal can be used as a service animal. [[Ontario.ca](https://www.ontario.ca)]

Support Person

For the purposes of O. Reg. 191/11 Part IV.2 means, in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods, services or facilities.

[O. Reg. 191/11, s. 80.45 (4)]

Unconvertible

For the purposes of this Part II, information or communications are unconvertible if,

- (a) it is not technically feasible to convert the information or communications; or
- (b) the technology to convert the information or communications is not readily available.

[O. Reg. 191/11, s. 9 (4)]

Note: In the event information is unconvertible, the organization shall provide the person requesting the information or communication with:

- (a) an explanation as to why the information or communications are unconvertible; and
- (b) a summary of the unconvertible information or communications.

[O. Reg. 191/11, s. 9 (3)]