



WOODSTOCK POLICE SERVICE BOARD POLICY

Subject:	Accessibility Standards
Policy Number:	AI-016
Effective Date:	September 9, 2024
Reviewed:	
Amended:	

Authority/Legislative References

Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11

Ontario Regulation 191/11 Integrated Accessibility Standards

Ontario Regulation 429/07 Accessibility Standards for Customer Service

Community Safety and Policing Act, 2019, S.O. 2019, c. 1, Sched. 1

Employment Standards Act, 2000, S.O. 2000, c. 41

Ontario Human Rights Code, R.S.O. 1990, c. H. 19

Policy Statement

The Woodstock Police Service Board (the "Board") is committed to ensuring equitable access to services, programs, facilities, and goods for individuals with disabilities. This applies to all residents, visitors, and employees, in compliance with the *Accessibility for Ontarians with Disabilities Act (AODA)*, *Ontario Regulation 429/07 Accessibility Standards for Customer Service (O. Reg. 429/07)*, *Ontario Regulation 191/11 Integrated Accessibility Standards*, the *Community Safety and*

Policing Act (CSPA) and the *Ontario Human Rights Code (OHRC)*. This policy outlines the standards and practices that ensure our services are accessible to everyone, reflecting our commitment to inclusivity and respect for all individuals.

Policy Application

1. This policy applies to all employees, Board members, volunteers, third parties and the public.
2. The Chief of Police (the “Chief”) is responsible for implementing procedures that promote accessibility, respect, and independence, ensuring compliance with the AODA, the CSPA, and the OHRC.
3. Services will be provided in an accessible manner, ensuring equal opportunity for individuals with disabilities, including those using assistive devices, service animals, or support persons.
4. Accessibility planning will be included in the City of Woodstock’s multi-year accessibility plan, reviewed every five years, and publicly available on the City’s website.
5. The Board will consider accessibility features when acquiring goods, services, or facilities and justify non-feasibility upon request.
6. Communication with individuals with disabilities will be adapted to their needs. Alternative formats, accessible communication supports, and emergency information will be provided upon request.
7. Websites and web content controlled by the Board will comply with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, Levels A and AA, as per AODA standards.
8. The Board will maintain an accessible work environment, ensuring compliance with the Employment Standards Act (ESA) and OHRC, providing accessibility training to all relevant personnel, and ensuring third-party

contractors comply with AODA standards.

9. In new construction and renovation projects, the Board will adhere to the AODA Design of Public Spaces Standards and applicable accessibility design standards.
10. In the event of a temporary disruption to services or facilities that affects accessibility, the Woodstock Police Service will provide notice to the public as soon as possible. This notice will include information about the nature of the disruption, its expected duration, and alternative arrangements if available.
11. All Board members, employees, volunteers, and third-party providers will receive training on AODA, O. Reg. 429/07, and OHRC requirements, including how to interact with individuals with disabilities and use assistive devices.
12. Feedback on accessibility will be encouraged, reviewed, and addressed promptly. Individuals can provide feedback through various means, including email, telephone, and in-person.

Reporting

13. The Chief shall provide reports on an exception basis. This requirement applies to situations where an inquiry or investigation under this policy leads to “exceptional” circumstances or scenarios that may negatively impact the Woodstock Police Service (the “Service”), or where there are significant potential liability concerns for the Board and the Service.