



Brantford Police Service

# Accessibility Plan

## 2023-2027

3<sup>rd</sup> Edition  
Date: April 2023



## Introduction

Services provided by the Brantford Police Service should be accessible to all members of our community. The Service strives to provide goods, services and facilities that are accessible to everyone and to promote accessibility through the development of policy, procedures and practices which consider the needs of persons with disabilities by addressing integration, independence, dignity, and equal opportunity.

The Accessibility for Ontarians with Disabilities Act (AODA) 2005, outlines requirements that when implemented will lead to an accessible Ontario by 2025. This plan addresses those standards that apply to the Brantford Police Service.

- Customer Service
- Information and Communication
- Employment
- Design of Public Spaces - Built Environment

## Purpose of Plan

The purpose of the plan is to implement actions that the Brantford Police Service will develop and implement to prevent and remove barriers and improve opportunities for people with disabilities. It will also incorporate our Customer Service Plan.

## Customer Service Plan

The Brantford Police Service is committed to providing services to all members of the community, including persons with disabilities. The Service monitors plan actions and timelines and updates the plan when required.



## **Assisted Devices**

We ensure that our staff is trained and familiar with various assistive devices that may be used by individuals with disabilities while accessing our services.

## **Communication**

We communicate with persons with disabilities in ways that take into account their disability.

## **Service Animals**

Service animals are welcome in the public areas of our facility and in other areas of the facility when their handler is accompanied by a staff member. If a service animal is excluded from an area by law or where there are overriding health and safety considerations, reasonable efforts will be made to ensure the person with the disability will be adequately served.

## **Support Persons**

A person with a disability who is accompanied by a support person will be allowed to have that support person accompany them unless there are overriding health and safety concerns.

## **Notice of Temporary Disruption**

As we continue to grow, many changes will occur to our police station over the course of this plan. In the event of a planned or unexpected disruption to our services or facilities. (e.g., automatic doors, accessible washrooms, TTY, etc.), prompt notice will be provided by completing a "Notice of Disruption" form and posting it in a conspicuous place within the facility. The information will also be posted on our website where the duration of the disruption allows. The notice will include the facilities or services not



available; the reason they are not available; the anticipated duration of the disruption; and alternate facilities or services that may be available.

## **Training**

Training will be provided to our employees and volunteers in the following areas:

- Ontario Human Rights Code and accessibility awareness.
- AODA and the requirements of the customer service standard, purposes of the Integrated Accessibility Act and Regulations.
- Recommended practices for interaction with people with various types of disabilities and those who use a service animal, support person or assistive device.
- How to interact and communicate with people with a disability.
- How to use equipment or devices available on our premises that may help with providing goods or services to a person with a disability.
- How to assist if a person with a particular type of disability if they are having difficulty accessing our services; and
- Review of Service policy on accessibility.

Training records, including the dates when the training was provided and the number of personnel trained, are maintained by the Training Section in accordance with Accessibility Standards.

## **Availability of Documents**

The Brantford Police Service has prepared the documentation required under the Accessibility Standards for Customer Service and will provide copies upon request.



## **Design of Public Spaces – Built Environment**

The Brantford Police Service will meet the Accessibility Standards for the Design of Public Spaces – Built Environment when building or making major modifications to public spaces. Public spaces will typically include service counters, fixed queuing lines and waiting areas.

The Brantford Police Service will endeavor to prevent service disruptions to the accessible parts of its public spaces. The Service will inspect the accessible portions of its public spaces. When any deficiencies are noted that may impact accessibility, the Service will take steps to correct the deficiency within a reasonable time frame.

The Chief of Police will provide annual updates to the Police Services Board outlining the status of actions implemented to ensure compliance with the AODA. The Service will, when necessary, be in consultation with the City of Brantford Coordinator, Municipal Accessibility Plan and internal stakeholders including the Training Section and Human Resources Manager.

## **Feedback**

Individuals who wish to provide feedback on the way the Brantford Police Service provides services to persons with disabilities can contact direct their comments to the Chief of Police using any of the following methods:

Telephone: 519.756.7050

Facsimile: 519.751.1355

Email: [BPS02@police.brantford.on.ca](mailto:BPS02@police.brantford.on.ca)

Regular Mail

Brantford Police Service

P.O. Box 1116

Brantford, ON N3T 5T3



Attention: Chief of Police

Individuals can expect a timely response, usually within (five) 5 business days. Any complaints about services provided to persons with disabilities will be addressed according to our complaints policy and applicable legislation. Page | 6



## Accessibility Plan 2017-2022 Status Report

Item	Requirement	Section	Action Necessary	Compliance Date	Date Complete
<b>Design of Public Spaces Standards (Accessibility Standards for the Built Environment)</b>					
1.	Obligated organizations, shall ensure that any exterior paths of travel that they construct or redevelop and intend to maintain meet the requirements	80(22)	Construction of a permanent path connecting the main property to a bus stop.	Jan 2022	November 2018
2.	Obligated organizations shall ensure that when constructing new or redeveloping off-street parking facilities that they intend to maintain, the off-street parking facilities meet the requirements	80(32)	Number of required parking spots will be created to meet requirements.	Jan 2022	November 2018
3.	Off-street parking facilities must have a minimum number of parking spaces for the use of persons with disabilities	80.36(1)	Number of required parking spots in new parking lot to meet minimum requirements.	Jan 2022	November 2018
<b>Information and Communication Standards (Accessible Websites and Web Content)</b>					
4.	Content posted to the website must meet the following success criterion for compliance: <ul style="list-style-type: none"> <li>•Content must be distinguishable (contrast, text size, text for images)</li> <li>•Content must be navigable (headings and labels)</li> <li>•Content must be readable (text content for images and diagrams)</li> <li>•Content must be presented in a consistent and predictable format (consistent identification)</li> </ul>	14(2)	Issues were corrected by working on the back end of the website, adjusting fonts, colours, adding text to images and consistent headers to allow information to be read by screen readers and other assistive devices. Some of the issues required collaboration with our web developer to remedy due to complex coding issues that could not be remedied from our end. A final test verified compliance.	Jan 2021	January 2020



## Accessibility Plan 2017-2022

Item	Requirement	Section	Action Necessary	Compliance Date	Date Complete
Brantford Police Service facilities are being redesigned and renovated. The new facility is being designed and built to AODA standards.					
The Brantford Police Service website is being completely redesigned. The new website is being designed and built to AODA standards.					