



WATERLOO REGIONAL  
POLICE SERVICE  
BOARD

## WATERLOO REGIONAL POLICE SERVICE BOARD POLICY

**Policy Number: 080**

### **ACCESSIBILITY FOR PERSONS WITH DISABILITIES – FACILITIES AND SERVICES**

Date Approved:	December 14, 2011
Dates Amended:	June 19, 2019 August 14, 2024
Date to be Reviewed:	August 2027

#### **Policy of the Board**

1. The Chief of Police shall, pursuant to the *Accessibility of Ontarians with Disabilities Act, 2005* and Regulation(s):
  - a. establish a procedure for the provision of access to police facilities and services for persons with disabilities that includes:
    - i. integration, independence, dignity and equal opportunity;
    - ii. the use of assistive devices, provided there are no security or safety concerns; and
    - iii. the use of service animals at all police facilities. If the service animal is excluded by law ensure other measures are available;
  - b. make the procedure available to all Service members and upon request, any member of the public;
  - c. ensure a process is established for receiving and responding to feedback about the manner in which services are provided to persons with disabilities and make the information available to the public;
  - d. ensure all documents are provided in a format that takes into account the persons disability;
  - e. give notice of a disruption of access to police facilities or services to the public including:
    - i. reason for the disruption;
    - ii. anticipated duration; and
    - iii. description of alternative facilities, if any, that are available; and
  - f. provide training to all Service members including;

- i. interacting, communicating and assisting persons with disabilities; and;
- ii. accessing assistive devices available in a police facility.