



## **GUELPH POLICE SERVICE SERVICE PROVISION TO PERSONS WITH DISABILITIES**

### **POLICY STATEMENT:**

The Guelph Police Service respects the principles of dignity, independence, integration and equality of opportunity for all persons. As such, the Service aims to integrate the provision of its services to persons with disabilities along with its normal provision of services except when alternate measures are necessary to meet the needs of people with disabilities. This integration helps ensure that equal opportunities to obtain, use and benefit from these services are provided. The purpose of this policy is to describe how the Service provides accessible service to persons with disabilities.

### **APPLICATION:**

This policy applies to all members of the Guelph Police Service, and volunteers, contractors and/or any other third parties working for or on behalf of the Guelph Police Service.

### **AUTHORITY:**

*Police Services Act, sections 41 & 42; Accessibility Standards for Customer Service, Ontario Regulation 429/07 made under the Accessibility for Ontarians with Disabilities Act (2005).*

### **PROCEDURE:**

#### **1.0 Definitions**

1.1 Assistive Device – means a device used to replace, compensate for, or improve the functional abilities of people with disabilities. Assistive devices include a broad range of items such as mobility and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls and respiratory devices.

1.2 Disability – means:

- a) 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;
- b) a condition of mental impairment or a developmental disability;
- c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
- d) a mental disorder; or

- e) an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act (1997) (Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11 as amended)*.
- 1.3 Guide Dog – means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations (*Blind Persons' Rights Act, 1990*).
- 1.4 Service Animal – means an animal for a person with a disability, if it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or if the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the disability subject to the animal being otherwise excluded by law (*Accessibility for Ontarians with Disabilities Act, 2005*).
- 1.5 Support Person – means, in relation to a person with a disability, another person who accompanies a person with a disability in order to help with communication, mobility, personal care or medical needs or with access to goods or services (*Accessibility Standards for Customer Service, Ontario Regulation 429/07*).
- 2.0 *General*
- 2.1 This policy will be made available to anyone on request in a format that takes into account a person's disability (if applicable) and is agreed upon by the requestor and the Guelph Police Service. This policy will also be posted on the Guelph Police Service website.
- 3.0 *Use of Assistive Devices, Guide Dogs, Service Animals and Support Persons*
- 3.1 Members of the Service will ensure that persons with disabilities are able to use any assistive devices required in order to obtain, use or benefit from the services provided by the Guelph Police.
- 3.2 Guide dogs, service animals and/or support persons will be allowed into areas of Guelph Police Service premises that are open to the public and to other areas if the person accompanied by a service animal and/or support person is also accompanied by a member of the Guelph Police Service. Service animals and/or support persons shall be allowed in temporary detention at the discretion of the officer in charge.
- 3.3 Persons with disabilities using guide dogs and/or service animals are responsible at all times for the control of their animal and must comply with all applicable legislation, including but not limited to the *Dog Owner's Liability Act* and all City of Guelph by-laws, including the *Dog Control By-law*, the *Stoop and Scoop By-law* and the *Exotic and Non-Domestic Animal By-law*.
- 3.4 Measures provided by the Guelph Police Service to assist persons with a disability to access Guelph Police facilities and/or services include, but are not limited to the list below:
- a) elevators;
  - b) TTY (519-824-1466 for the Guelph Police Service);
  - c) automatic door openers;
  - d) availability of documents in larger font sizes;
  - e) availability of documents in audio format;
  - f) communicating via written and/or typed notes;
  - g) assistance completing forms;
  - h) the Service's website, including the option to enlarge font size and/or use a screen reader;
  - i) services available via telephone, e-mail, facsimile, and/or the internet; and
  - j) interpreters.
- Information on how to access and/or use these accessibility measures and others can be obtained through the Inspector of Corporate Services.
- 3.5 Members of the Guelph Police Service shall communicate with persons with a disability in a manner that takes that disability into account.

#### 4.0 Temporary Disruptions

- 4.1 If there is a planned temporary disruption of the services and/or facilities used by persons with disabilities to access Guelph Police services, a notice of this disruption will, where possible, be posted on the Guelph Police Service website and premises as appropriate two weeks before such disruption occurs. If there is an unexpected temporary disruption of such services and/or facilities, notice of the disruption will be posted as soon as possible on the Service website and in a conspicuous place on Guelph Police Service premises as appropriate. A notice of disruption shall include the reason for the disruption, its anticipated duration, and alternative services/facilities if available.

#### 5.0 Training

- 5.1 All members of the Guelph Police Service shall receive training about the provision of goods and services to persons with a disability. This training will be provided on an ongoing basis as soon as practicable in connection with changes to Service policies, practices and procedures regarding the provision of goods and services to persons with disabilities. Training will also occur as part of the orientation to the Service for new employees and with internal transfers if required.
- 5.2 All volunteers, contractors, and any other third parties working for or on the behalf of the Guelph Police Service who come in to contact with the public and/or are involved in developing Service policies, practices or procedures on the provision of goods and services, shall receive training about the provision of goods and services to persons with disabilities.
- 5.3 Records of Guelph Police Service training on providing goods and services to persons with a disability shall be maintained by Corporate Services, and will include the date of training for each member of the Service, volunteers, contractors, and any other third parties.
- 5.4 The training shall include information on:
- how to interact and communicate with persons with various types of disability;
  - how to interact with persons with a disability who use an assistive device or require the assistance of a guide dog or other service animal or a support person;
  - how to use the equipment or devices available on site or otherwise provided that may help with the provision of goods and services to a person with a disability; and
  - what to do if a person with a disability is having difficulty accessing Guelph Police services.
- 5.5 If a person with a particular type of disability is having difficulty accessing services provided by the Guelph Police, the Inspector of Corporate Services shall be notified. The Inspector of Corporate Services will consult with that person to find an acceptable method of providing services to that person.

#### 6.0 Feedback Process

- 6.1 The Inspector of Corporate Services shall maintain a feedback process regarding the provision of goods and services to persons with disabilities. Feedback may be provided to the Inspector of Corporate Services in person, by phone, in writing, by e-mail, by disk, or as appropriate:

Mail: Service Provision to Persons with Disabilities Feedback  
c/o Inspector of Corporate Services  
15 Wyndham Street South  
Guelph ON N1H 4C6

Phone: (519) 824-1212  
TTY: (519)824-1466

Facsimile: (519) 766-7798 (addressed to Service Provision to Persons with Disabilities Feedback,  
c/o Inspector of Corporate Services)

E-mail: [inspector.corporateservices@police.guelph.on.ca](mailto:inspector.corporateservices@police.guelph.on.ca)

- 6.2 In the event of a complaint regarding the service provided to a person with a disability, the Inspector of Corporate Services shall investigate the complaint, and if substantiated, will address the issue. Acknowledgement of all feedback received by the Service will be made to the person(s) providing feedback.
- 6.3 The Inspector of Corporate Services will provide a status report on the feedback process to Executive Management on a regular basis.

**ADDITIONAL REFERENCES:**

**EVALUATION DATE:** Year 2 of 4  
**DATE ISSUED:** June 17, 2010  
**DATE REVISED:** N/A  
**RELEASE:** Unrestricted



Rob Davis, Chief of Police