



MULTI-YEAR ACCESSIBILITY PLAN 2024 – 2029

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- Community Services
- Corporate Communications
- Facilities
- Human Resources
- People, Culture and Wellness
- Purchasing

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The Halton Regional Police Service is recognized as one of the leading police agencies in the areas of diversity and community policing initiatives, and is committed to ensuring Halton Region remains as safe tomorrow as it is today.

One Team - People First

Table of Contents

4	STATEMENT OF COMMITMENT
4	HALTON REGIONAL POLICE SERVICE
5	DEFINITIONS
6	BACKGROUND
6	THE LEGISLATION
8	INTEGRATED ACCESSABILITY STANDARDS (IASR) POLICY & MULTI-YEAR ACCESSIBILITY PLAN
20	NEXT STEPS
21	CONTACT INFORMATION



STATEMENT OF COMMITMENT

The Halton Regional Police Service (HRPS) believes strongly in the importance of team and of **People**. Rooted in our previous motto, **One Vision, One Mission, One Team**, which recognized that our greatest successes are achieved in unison with our partners and those we serve, we are proud to introduce our new motto, **One Team – People First**.

The Service is committed to treating everyone in a manner that allows them to maintain their dignity and independence. The Service believes in integration and equal opportunity, and is committed to meeting the needs of people with disabilities in a timely manner.

Further, the HRPS is committed to meeting the objectives and requirements of **Ontario Regulation 191/11, Integrated Accessibility Standards** under the **Accessibility for Ontarians with Disabilities Act, 2005 (AODA)**; and the ongoing identification, removal and prevention of barriers to people with disabilities.

The Halton Regional Police Service will continue to enhance the accessibility of our programs and services through community partnerships and by increasing our awareness of the needs of people with disabilities to ensure we are meeting the needs of the community we serve.



HALTON REGIONAL POLICE SERVICE

The Halton Regional Police Service (HRPS) is recognized as one of the leading police agencies in the areas of equity, diversity and inclusion and community policing initiatives, and is committed to ensuring Halton Region remains as safe tomorrow as it is today.

Our collective Vision is: To be a world-class leader in community safety, equitable service, and policing excellence.

Our collective Mission is: To provide effective, efficient, and inclusive community-based policing for all, as One Team - People First - exemplified through collaboration and coordination with our community, our partners, and our members.

Our collective Values are: Trust, Respect, Inclusivity, Integrity, Accountability, Transparency, Excellence, and Fairness.

One Team, People First

Service Values:

Trust	Respect
Inclusivity	Integrity
Accountability	Transparency



Excellence

Fairness

HRPS contributes to the safety and well-being of approximately 590,000 residents in the City of Burlington, the Town of Halton Hills, the Town of Milton and the Town of Oakville.

Halton Region at a Glance:

- Land area: 972.83 sq. km
- Population (2021): 591,637
- Increase in population (2016-2021): 48,202
- Population growth forecast (2031): 820,000
- Lake Ontario shoreline frontage: 25 km
- Number of hospitals: 4
- Uniform strength: 829
- Civilian strength: 327
- Cadets: 15
- Uniform to Population Ratio: 1:853

DEFINITIONS

Accessible Format: 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: An implement used to aid individuals with physical disabilities or limitations in performing movements, tasks, or activities, which include, but are not limited to, hearing aids, prosthetics, eyeglasses, respiratory devices, canes and walkers.

Barrier: 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 (AODA s.2).

Communications: For the purposes of this document, means the interaction between two or more persons or entities, or where information is provided, sent or received (O.Reg.191/11 s.9).

Communication Supports: 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.9).

Disability: as defined by the Ontario Human Rights Code:

- (i) 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,



- (ii) a condition of mental impairment or a developmental disability,
- (iii) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (iv) a mental disorder, or
- (v) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997

Information: 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)).

Member: Continuing full-time and part-time employees of the Service, as well as temporary full- time, part-time and as-required of the Service, and volunteers with the service.

Organization: Any organization in the public or private sector including: 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).

Volunteer: Supports the Service in various roles—full-time, part-time, and as-needed—offering skills and time to enhance operations and community impact.

BACKGROUND

The Accessibility for Ontarians with Disabilities Act (AODA) became law in 2005. The AODA aims to have an accessible Ontario by 2025 through the implementation of mandatory accessibility requirements that organizations must meet in various areas.

In June 2011, the Ontario government released the AODA Integrated Accessibility Standards Regulation (IASR) which resulted in the harmonization of several accessibility standards. These standards include:

- Information and Communication
- Employment, Transportation
- Design of Public Spaces
- Customer Service

This document responds to section 4 of the IASR which requires obligated organizations to develop a multi-year accessibility plan outlining how the requirements of the IASR will be met.

The Halton Regional Police Service is committed to meeting compliance with all standards and the continual improvement of access to Service facilities, policies, programs, practices and services for employees, volunteers and members of the community with disabilities.

THE LEGISLATION

5.1 Ontario Regulation 191/11-Integrated Accessibility Standards (IASR)



The IASR was enacted in July 2011. It includes a number of general and specific accessibility requirements in the areas of Information and Communication, Employment, Transportation, Design of Public Spaces and Customer Service. These requirements have compliance dates ranging from the implementation date (July 2011) to the year 2021. The requirements apply to the public, private and not for profit sectors.

The sections of the IASR that most impact the Halton Regional Police Service are those related to Information and Communication, Employment and Customer Service. As the Service is not a provider of public transit, the transportation requirements do not readily apply; however, whenever possible the Service will provide accessible transportation if required. The categories and requirements addressed in the Regulation (except those related to accessible transportation) are summarized in this document.

A) IASR General Requirements

- Develop an integrated accessibility standards policy
- Develop a multi-year accessibility plan
- Annual reporting on the progress of the multi-year accessibility plan
- Train staff and volunteers on the requirements of the Regulation and the Ontario Human Rights Code, as it pertains to people with disabilities
- Ensure that accessibility considerations and features are reflected in procurement processes

B) IASR Information and Communications

This section reflects requirements for organizations to create, provide and receive information and communications in ways that are accessible to people with disabilities. The specific requirements include the following:

- Ensure that feedback processes are accessible, upon request
- Provide accessible formats and communication supports, upon request
- Provide publicly available emergency procedure, plans or public safety information in accessible formats, upon request
- Improve the accessibility of websites and web content

C) IASR Employment

This section of the IASR requires employers to provide for accessibility across all stages of the employment cycle and integrate accessibility into regular workplace processes. The specific requirements include the following:

- Notify employees and the public of the availability of accommodation for applicants with disabilities in recruitment and assessment processes
- Notify successful applicants of the availability of accommodations
- Inform employees of policies to provide support to employees with disabilities
- Provide accessible formats and communication supports for employees with disabilities
- Provide workplace emergency response information to employees with disabilities
- Establish processes to develop documented individual accommodation plans



- Develop a return to work process for employees who have been absent from work due to a disability or who require disability-related accommodations to return to work
- Consider the accessibility needs of employees with disabilities and accommodation plans in performance management processes, when providing career development opportunities or when considering redeployment

D) IASR Customer Service

This section of the IASR requires:

- All employees and volunteers, as well as, everyone who provides goods or services on behalf of the organization, regardless of whether or not they interact with the public, receive training on providing customer service to persons with disabilities
- The development, implementation and maintenance of policies governing the provision of goods and services and facilities to persons with disabilities
- Ensuring that a person with a disability who is accompanied by a service animal or support person are permitted to enter the premises
- Ensuring that notice of temporary disruptions to services or facilities are made to the public

INTEGRATED ACCESSABILITY STANDARDS (IASR) POLICY & MULTI-YEAR ACCESSIBILITY PLAN

The Halton Regional Police Service (HRPS) has developed an Integrated Accessibility Standards (IASR) Policy, in alignment with compliance timelines. As required by the IASR, it includes a statement of organizational commitment and sections that set out the Service's obligations in relation to General Requirements, Information and Communication, Employment, Transportation, Design of Public Spaces and Customer Service.

The HRPS Multi-Year Accessibility Plan (2024-2029), was developed to set out the actions the Service will take to continue compliance with the IASR.

The development of the Halton Regional Police Integrated Accessibility Standards Policy and the Halton Regional Police Multi-Year Accessibility Plan was guided by, and is in keeping with, interpretative materials and resources issued by the Accessibility Directorate of Ontario, Ministry for Seniors and Accessibility, as well as participation with the Halton Region Accessibility Advisory Committee (HRACC), and Ontario Network of Accessibility Professionals (ONAP).

The following tables set out the actions the Halton Regional Police Service will continue to take to address the IASR and maintain compliance.



TABLES OF IASR COMPLIANCE

Part I — General Requirements		
Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Develop accessibility policies <ul style="list-style-type: none">• Develop, implement and maintain accessibility policies, including a statement of organizational commitment• Make policies publicly available	January 1, 2013 (Completed and ongoing)	<p>The Service has developed a policy that addresses the requirements in the Integrated Accessibility Standards Regulation (IASR) and includes a statement of organizational commitment.</p> <p>This policy has been posted on the HRPS website and will be made available in an accessible format upon request.</p>
Develop a multi-year accessibility plan <ul style="list-style-type: none">• Establish, implement, maintain and document a multi-year accessibility plan• Post multi-year accessibility plan on website and provide in an accessible format, upon request	January 1, 2013 (Completed and ongoing)	<p>2018-2023 Plan was developed.</p> <p>2024-2029 Plan is developed.</p> <p>It has been posted to the HRPS website and will be made available in an accessible format upon request.</p> <p>The plan will be reviewed and updated every five years to ensure that compliance requirements are met.</p>
Report annually on the multi-year accessibility plan <ul style="list-style-type: none">• Prepare an annual status report on progress of measures in the multi-year accessibility plan• Post on website and provide in an accessible format, upon request	Annually	<p>Starting on the year end of 2024, an annual status report on the progress of multi-year accessibility plan will be developed and placed on the Service's website and will be made available in an accessible format upon request.</p>



Incorporate accessibility in procuring or acquiring goods, services or facilities <ul style="list-style-type: none">• Incorporate accessibility design, criteria and features when procuring or acquiring goods, services or facilities, except where it is not practicable to do so	January 1, 2013 (Completed and ongoing)	<p>Wording in procurement documents will be reviewed and updated, as required, to reflect requirements of IASR.</p> <p>Resources are being developed to assist members in considering accessibility criteria and features in procurement processes and decisions.</p> <p>The service will ensure that any kiosks that are used to provide services to its stakeholders are equipped with accessibility features.</p>
Training <ul style="list-style-type: none">• Ensure that training on the IASR and the Human Rights Code is provided to employees, volunteers, persons who participate in developing policies and others who provide goods, services or facilities on behalf of organization	January 1, 2014 (Completed and ongoing)	<p>The Service will deliver and monitor training on the IASR and Human Rights Code for all employees and volunteers.</p> <p>The Service has made this training mandatory for all employees, and will ensure that volunteers and other persons receive appropriate training in relation to their duties.</p> <p>The Service, through the Training Bureau will ensure that records of completed training are kept and maintained.</p>



Part II — Information and Communications Standards		
Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Feedback processes <ul style="list-style-type: none"> • Ensure that processes for receiving and responding to feedback are accessible to persons with disabilities by providing/arranging for accessible formats and communication supports, upon request • Notify the public about the availability of accessible formats and communication supports 	January 1, 2014 (Completed and ongoing)	<p>The Service has developed and implemented strategies to ensure that feedback by persons with disabilities is received and responded to. These forms are available to the general public on the Service's website; or, upon request at any Service facility.</p> <p>The Service has developed strategies to provide or arrange for the provision of accessible formats and communication supports, upon request. This will include opportunities for improvement in future customer service plans, policies and initiatives.</p> <p>Existing feedback processes and wording on the Service's website on the availability of accessible documents to be reviewed and updated, as required.</p>
Accessible Formats and Communication Supports <ul style="list-style-type: none"> • Upon request, provide for provision of accessible formats and communication supports for persons with disabilities • Notify the public about the availability of accessible formats and communication supports 	January 1, 2015 (Completed and ongoing)	<p>Already existing procedures regarding documents in alternate formats and American Sign Language will be reviewed to determine if they require updating based on the IASR.</p> <p>Wording on the Service's website on the availability of accessible formats will be reviewed and updated, as required.</p>



Emergency procedures, plans or public safety information <ul style="list-style-type: none">• Provide emergency procedures, plans or public safety information, that are available publicly, in an accessible format or with appropriate communication supports, upon request	January 1, 2012 (Completed and ongoing)	The Service will offer emergency or public safety information in accessible formats or with communication supports upon request.
Accessible website and content available <ul style="list-style-type: none">• New website and content available• Notify the public about the availability of accessible formats and communication supports• Website and web content to conform to WCAG 2.0 Level AA	January 1, 2021 (Completed and ongoing)	<p>Through Corporate Communications, the website has been re-designed to make it accessible and meet the Web Content Accessibility Guidelines (WCAG) 2.0.</p> <p>Information regarding the availability of alternate formats and how to request them will be provided for any non- accessible content/documents.</p> <p>Corporate Communications has oversight of the website, and will continue to monitor to ensure content conform to WCAG, and appropriate notification to the public on availability of accessible formats and communication supports.</p>



Part III — Employment Standards		
Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
<p>Recruitment: Assessment of selection process</p> <p>Employers shall:</p> <ul style="list-style-type: none"> • During the recruitment process, notify job applicants that accommodations are available upon request in relation to the materials or process to be used • Consult with the applicant and provide suitable accommodation in a manner that considers the applicant's accessibility needs due to his/her disability • Notify employees and the public about the availability of accommodation for applicants with disabilities in recruitment process 	<p>January 1, 2014 (Completed and ongoing)</p>	<p>Human Resource staff advise individuals who are selected to participate in interviews of the availability of accommodations.</p> <p>Wording on the Service's website and in job postings has been updated to reflect what applicants are to do should they require accommodation due to a disability.</p> <p>A statement notifying successful applicants of policies for accommodating employees with disabilities is added to offer letters or reiterated verbally if the offer is made in person or by telephone.</p>
<p>Inform employees of supports</p> <ul style="list-style-type: none"> • Inform employees of its policies used to support employees with disabilities, including, but not limited to, policies on the provision of job accommodations that consider an employee's accessibility needs due to disability • Provide the information required to new employees as soon as practicable after they begin employment • Provide updated information for its employees whenever there is a change to existing policies on the provision of job accommodations that consider an employee's accessibility needs due to a disability 	<p>January 1, 2014 (Completed and ongoing)</p>	<p>The Service, through current policies, procedures and onboarding practices, is meeting these requirements.</p> <p>The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to members throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</p> <p>The Service, through the use of SharePoint Bulletins will inform members of any change to existing policies or procedures relating to job accommodations due to a disability.</p>



<p>Accessible formats and communication supports for employees</p> <ul style="list-style-type: none">• Where an employee with a disability so requests it, the employer shall consult with the employee to provide, or arrange for the provision of, accessible formats and communication supports for:<ol style="list-style-type: none">1. Information that is needed in order to perform the employee's job2. Information that is generally available to employees in the workplace• Consult with the employee making the request in determining the suitability of an accessible format or communication support	<p>January 1, 2014 (Completed and ongoing)</p>	<p>The Service, through current policies, procedures, and practices, is already meeting these requirements.</p> <p>The Service will ensure that these processes are clearly documented, revised, enhanced and communicated to employees and management throughout the organization who participate in recruitment, staffing, redeployment related activities and performance management activities.</p>
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Workplace emergency response information

Employers shall:

- Provide individualized workplace emergency response information to employees who have a disability, if the disability is such that the individualized information is necessary and the employer is aware of the need for accommodation due to the employee's disability
- Provide the workplace emergency response information to the person designated by the employer to provide assistance
- Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability
- Provide the information required as soon as practicable after the employer becomes aware of the need for accommodation due to the employee's disability
- Review the individualized workplace emergency response information:
 1. When the employee moves to a different location in the organization when the employee's overall accommodation needs or plans are reviewed
 2. When the employer reviews its general emergency response policies

January 1, 2012
(Completed and ongoing)

The Service has developed and implemented policies and practices to fulfill this requirement and will continue to provide, review and enhance individualized workplace emergency response information to ensure that employees with disabilities are accommodated.

A process has been put in place in policy for employees to self-identify so that a workplace emergency response plan can be developed.



Documented individual accommodation plans

- Employers shall develop and have in place a written process for the development of documented accommodation plans for employees with disabilities

The process shall include the following elements:

- The manner in which an employee requesting accommodation can participate in the development of the individual accommodation plan
- The means by which the employee is assessed on an individual basis
- The manner in which the employer can request evaluation by an outside medical or other expert, at the employer's expense, to assist the employer in determining if accommodation can be achieved and how
- The manner in which the employee can request the participation of a representative from their bargaining agent or other representative from the workplace, where the employee is not represented by a bargaining agent in the development of the accommodation plan
- The steps taken to protect the privacy of the employee's personal information
- The frequency with which the individual accommodation plan will be reviewed and updated and the manner in which it will be done

January 1, 2014
(Completed and Ongoing)

The Service's existing Work Accommodation Policy and Plan will be reviewed and updated, as required. This process is facilitated through HRPS Human Resource Services.

Individual plans are incorporated into all transitional modified work and permanent accommodation programs.

There is ongoing communication with employees regarding the processes for getting their needs met regarding disability accommodation at any time during their employment.

The Service has documented the process to be followed for developing individual accommodation plans and will review and update it annually to ensure that all AODA requirements are met.

There are processes in place for employees to request information in accessible formats upon request.

Emergency response plans will be incorporated into all modified work/ permanent accommodation plans as required.



<ul style="list-style-type: none">• If an individual accommodation is denied, the manner in which the reasons for the denial will be communicated with the employee• The means of providing an accommodation plan in a format that considers the employee's accessibility needs due to disability• The individual accommodation plan shall:<ol style="list-style-type: none">1. If requested, include any information regarding accessible formats and communication supports provided as described in s.262. If required, include individualized workplace emergency response information, as described in s.273. Identify any other accommodation that is to be provided		
<p>Return to work process</p> <p>Employers shall:</p> <ul style="list-style-type: none">• Develop and have in place a return to work process for employees who have been absent from work due to a disability and require disability- related accommodations in order to return to work• Document the process <p>The return to work process shall:</p> <ul style="list-style-type: none">• Outline the steps the employer will take to facilitate the return to work of employees who were absent because his/her disability required them to be away from work• Use documents in individual accommodation plans, (section 28) as part of the process	<p>January 1, 2014 (Completed and Ongoing)</p>	<p>The Service has policy in place that meets this requirement.</p> <p>This process is facilitated through HRPS Human Resource Services.</p> <p>The Service will continue to review and enhance these processes regularly to ensure that the requirements for the AODA are met and employees with disabilities are accommodated.</p>



<p>Performance management, career development and redeployment</p> <p>An employer that uses performance management in respect of its employees shall:</p> <ul style="list-style-type: none"> • Consider the accessibility needs of employees with disabilities, as well as individual accommodation plans, when using its performance management process in respect of employees with disabilities • Consider the accessibility needs of its employees with disabilities as well as any individual accommodation plans, when providing career development and advancement to its employees with disabilities <p>An employer that uses redeployment shall:</p> <ul style="list-style-type: none"> • Consider the accessibility needs of its employees with disabilities, as well as individual accommodation plans, when redeploying 	<p>January 1, 2014 (Completed and Ongoing)</p>	<p>IASR policy reflects the requirements for performance management, career development and redeployment.</p> <p>Existing policies associated with career development and redeployment will be reviewed and updated, as required.</p>
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Part IV — Design of Public Spaces Standard		
Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Exterior paths of travel	January 1, 2016 (Not applicable)	Not applicable - responsibility of the applicable Town/City.
Accessible parking	January 1, 2016 (Completed and Ongoing)	Will be provided in accordance with the Design of Public Spaces standard.
Service counters, fixed queuing guides and waiting areas	January 1, 2016 (Completed and Ongoing)	<p>Service counters/waiting areas in all HRPS facilities are accessible.</p> <p>Counters/waiting areas in new facilities will also be accessible.</p> <p>Any kiosks installed will also be accessible.</p>



Part V — Transportation

Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Accessible transportation	July 1, 2011 (Ongoing)	The Halton Regional Police Service will provide accessible transportation to persons with a disability whenever possible.

Part VI —Customer Service

Regulatory Compliance	Compliance Deadline	Actions Completed and/or to be Taken
Establishment of policies <ul style="list-style-type: none">Development, implement and maintain policies governing the provision of goods, services and facilities to persons with disabilities Use of service animals and support persons <ul style="list-style-type: none">Ensure that a person with a disability who is accompanied by a guide dog/ service animal is permitted to enter premises with the animal and keep it with them unless otherwise excluded by lawWhen a person with a disability is accompanied by a support person, ensure that both persons are permitted to enter the premises together	July 1, 2016 (Completed and Ongoing)	Existing accessibility policies, procedures and training reflect requirements regarding service animals and support persons. Updates as required, are being done to align with changes to the regulatory framework.
Notice of temporary disruptions <ul style="list-style-type: none">Provide public notice of disruptions to services or facilities	July 1, 2016 (Completed and Ongoing)	This requirement is addressed in policy and accessibility training information.
Feedback process <ul style="list-style-type: none">Establish a process for receiving and responding to feedback about the manner in which goods and services are provided to persons with disabilities	July 1, 2016 (Completed and Ongoing)	This requirement is addressed in policy and accessibility training information.

Training <ul style="list-style-type: none"> All employees (including volunteers, interns, students, etc.) as well as everyone who provides goods or services on behalf of the organization, regardless of whether or not they interact with the public, must receive training on providing customer service to persons with disabilities 	July 1, 2016 (Completed and ongoing)	<p>Training is ongoing in regards to accessible customer service and regulatory requirements.</p> <p>Procurement agreements will address the training requirement for those who provide goods or services on behalf of the Service but are not employees or volunteers.</p>
Format of documents <ul style="list-style-type: none"> Provide or arrange for documents or information contained in the documents in accessible formats or with a communication support. In a timely manner at a cost that is no more than the regular cost to other people 	July 1, 2016 (Completed and ongoing)	<p>This requirement is addressed in policy.</p> <p>The website has been updated to provide public notification that accessible formats and communication supports are available.</p>

NEXT STEPS

The Halton Regional Police Service will continue to work toward meeting the requirements in the IASR and undertaking other activities to remove and eliminate barriers to people with disabilities. The service will strive to have a regular review cycle consisting of the following:





Project ideas to consider in the next five years include:

- Update and improve training on the IASR.
- Consider the viability of obtaining business cards that include braille print.
- Develop guidelines for members on how to improve written communications to accommodate people with disabilities.
- Develop community partners to access resources for recruiting people with disabilities.
- Seek input from those with lived experiences to identify and remove barriers to people with disabilities with respect to HRPS' programs, services and facilities.
- Monitor the development of accessibility enhancements to the Ontario Building Code and changes to accessibility legislation.

CONTACT INFORMATION

Emergency 911
Non-Emergency 905.825.4777
North Halton 905.878.5511
TDD/TTY 1.800.990.8199
AODA Coordinator 905.825-4777 ext. 4859
Website www.haltonpolice.ca
Twitter @HaltonPolice

Police Facilities

Location	Address	Telephone
Regional Headquarters	2485 North Service Road West, Oakville, ON L6M 3H8	905.825.4777
1 District – Acton (10 Division Substation)	22 Main Street South, Unit 14 Acton, ON L7J 1X1	519.853.5060
1 District – Georgetown (11 Division)	217 Guelph Street Georgetown, ON L7G 4A8	905.873.0377
1 District – Milton (12 Division)	490 Childs Drive Milton, ON L9T 5G2	905.825.4747 ext. 2405
2 District – Oakville	95 Oak Walk Drive Oakville, ON L6H 0G6	905.825.4747 ext. 2205
3 District – Burlington	3800 Constable Henshaw Boulevard Burlington, ON L7M 3Y2	905.825.4747 ext. 2305



Where can I get more information about the Accessibility for Ontarians with Disabilities Act, 2005?

Questions can be directed to:

Ministry for Seniors and Accessibility

College Park, 777 Bay St,
Toronto, ON M7A 1S5
Phone: 1.866.515.2025
TTY/TDD: 1.800.268.7095

Additional information available on-line at:

<https://www.ontario.ca/page/ministry-seniors-accessibility>

HRPS Contact:

Im Lee, CRSP
Occupational Health & Safety Coordinator
Halton Regional Police Service - Human Resource Services
2485 North Service Road West, Oakville, ON L6M 3H8
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