



HALTON REGIONAL POLICE SERVICE

One Team - People First

AODA Update - 2024

This is a highlight of collaborative efforts at HRPS that includes various Unit Managers from: Corporate Communications, Corporate Services, Human Resources, Information & Record Services, and People, Culture & Wellness. We are pleased to provide notable initiatives in 2024 that have been implemented which highlights HRPS accessibility commitments for our members, volunteers and community. This aligns with the HRPS Strategic Plan for policing in Halton Region for 2024-2027 and community well-being.

Following is a highlight of the areas supported in 2024:

1. Abilities Management Policy (HRS-023)

Updated to align with policy HRS-037 (Accessibility for Ontarians with Disabilities); this supports HRPS members with disabilities through individualized temporary or permanent accommodation plans.

2. Records Management – Lobby Kiosk & Accessibility Software

The headquarters kiosk streamlines Criminal Record Checks, particularly for those with physical or language barriers. Recent upgrades by the vendor include monthly accessibility scans to ensure ongoing AODA compliance.

3. Facilities Management – Headquarters Tactile Curbs

Although Headquarters was built in compliance with accessibility standards in 2018, an additional improvement was an identified need to install additional tactile curbs in various locations of the public parking lot. This improved the safety and accessibility of pedestrians with visual impairments.

4. Translation App – Language Interpreting Services Application (LISA)

Launched in January 2024, LISA enables 24/7 access to certified interpreters in over 200 languages—including American Sign Language (ASL)—helping officers better serve diverse communities and foster trust with residents facing language barriers. This will assist in eliminating delays in locating a translator or interpreter. The introduction of LISA will also help our Service build trust and meaningful relationships with members of our community who historically may have felt we were ill-equipped to meet their needs.

5. Ongoing Benchmarking & Professional Engagement

Continue to actively participate in the Halton Region Accessibility Advisory Committee and Ontario Nonprofit Accessibility Project (ONAP), ensuring HRPS remains informed and aligned with regional and provincial best practices.

One Team - People First

Projects under review and/or already in process for ongoing accessibility supports for the HRPS members, volunteers and our community in 2025:

1. New District 1 Station – Halton Hills

Designing with universal accessibility principles and compliant with AODA, Ontario Building Code, and CSA B651-12 standards.

2. HRPS Website Redesign

Currently underway with completion expected by year-end, the upgraded website will enhance usability and strive to meet Website Compliance Accessibility Guidelines (WCAG 2.0 Level AA standards).

3. LISA Expansion and Member ASL Training

Exploring the expansion of LISA with additional training, and offer American Sign Language (ASL) for member development to improve capacity to communicate with priority populations where English is second language and the deaf community.

4. Braille-Enhanced Business Cards

Assessing the feasibility of adding braille to cards to assist visually impaired individuals.

5. Accessible Writing Guidelines

Developing guidance to help members improve written communication for inclusivity.