



St. Thomas Police Service

BOARD POLICY

Subject:	Accessibility Standards
Policy Number:	AI-016
Effective Date:	April 1, 2024
Reviewed:	April 22, 2026
Authorized:	Police Services Board

Authority / Legislative References

- *Accessibility for Ontarians with Disabilities Act, 2005*
- *Ontario Regulation 191/11 – Integrated Accessibility Standards*
- *Ontario Regulation 429/07 – Accessibility Standards for Customer Service*
- *Community Safety and Policing Act, 2019*
- *Employment Standards Act, 2000*
- *Ontario Human Rights Code*

Policy Statement

The St. Thomas Police Service Board (the “Board”) is committed to ensuring equitable access to services, programs, facilities, and goods for individuals with disabilities. This applies to all residents, visitors, and employees, in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), Ontario Regulation 429/07 Accessibility Standards for Customer Service, Ontario Regulation 191/11 Integrated Accessibility Standards, the Community Safety and Policing Act (CSPA), and the Ontario Human Rights Code (OHRC). This policy outlines the standards and practices that ensure our services are accessible to everyone, reflecting our commitment to inclusivity and respect for all individuals.

Policy Application

1. This policy applies to all employees, Board members, volunteers, third parties, and the public.
2. The Chief of Police (the “Chief”) is responsible for implementing procedures that promote accessibility, respect, and independence, ensuring compliance with the AODA, the CSPA, and the OHRC.
3. Services will be provided in an accessible manner, ensuring equal opportunity for individuals with disabilities, including those using assistive devices, service animals, or support persons.
4. Accessibility planning will be included in the City of St. Thomas’ multi-year accessibility plan, reviewed every five years, and publicly available.

5. The Board will consider accessibility features when acquiring goods, services, or facilities and justify non-feasibility upon request.
6. Communication with individuals with disabilities will be adapted to their needs. Alternative formats, accessible communication supports, and emergency information will be provided upon request.
7. Websites and web content controlled by the Board will comply with WCAG 2.0 Levels A and AA as required by AODA standards.
8. The Board will maintain an accessible work environment, ensuring compliance with the Employment Standards Act and OHRC, providing accessibility training to all relevant personnel, and ensuring third-party contractors comply with AODA standards.
9. In new construction and renovation projects, the Board will adhere to the AODA Design of Public Spaces Standards and applicable accessibility design standards.
10. In the event of a temporary disruption to services or facilities that affects accessibility, the Service will provide notice to the public as soon as possible, including the nature and duration of the disruption and alternative arrangements where available.
11. All Board members, employees, volunteers, and third-party providers will receive training on AODA and OHRC requirements, including interaction with persons with disabilities and assistive devices.
12. Feedback on accessibility will be encouraged, reviewed, and addressed promptly through accessible feedback mechanisms.

Reporting

13. The Chief shall provide reports on an exception basis where significant issues, risks, or liability concerns arise.