



## KINGSTON POLICE SERVICE BOARD

### Accessibility Standards for Customer Service (GP-012)

Adopted: January 29, 2026 (Res. 26-06)

Reviewed:

Revised:

Expires: Indefinite

Rescinds:

Legislation: Accessibility for Ontarians with Disabilities Act, 2005.  
O. Reg. 165/16: Integrated Accessibility, 2016.

#### 1. **Policy Statement**

The Kingston Police Service Board (the Board) is committed to ensuring equitable access to services, programs, facilities, and goods for individuals with disabilities. It is the policy of the Board to ensure that people with disabilities benefit fully from the same services, in the same place and in the same or similar manner as other customers. Board policies, procedures and practices are consistent with the core principles of independence, dignity, integration, and equality of opportunity for people 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 (O. Reg. 429/07), Ontario Regulation 191/11 Integrated Accessibility Standards, the Community Safety and Policing Act (CSPA) and the Ontario Human Rights Code (OHRC).

#### 2. **Preamble:**

The Kingston Police Service Board (the Board) is committed to meeting its obligations under the *Accessibility for Ontarians with Disabilities Act, 2005* ("AODA").

The AODA is a law passed by the Ontario legislature that allows the government to develop specific standards of accessibility and to enforce them.

The Ontario Government is issuing five sets of standards under the AODA to achieve the vision of a barrier-free Ontario by 2025. The first set is the “Accessibility Standards for Customer Service”, Regulation 165/16, which became law on January 1, 2008, and applies to the Board and the Kingston Police Service as of January 1, 2012.

The *Regulation* “Accessibility Standards for Customer Services” applies to every designated public sector organization and to every other person or organization that provides goods or services to members of the public or other third parties and that has at least one employee in Ontario.

The Regulation states that every provider of goods or services will establish policies, practices and procedures governing the provision of its goods or services to persons with disabilities.

Providers must use reasonable efforts to ensure that the policies, procedures and practices they develop are consistent with the following principles:

- a) Dignity;
- b) Independence;
- c) Integration, except when alternate measures are necessary to meet the needs of people with disabilities; and
- d) Equal opportunity.

### 3. **Definitions:**

The definition of disability under the AODA is the same as that under the *Ontario Human Rights Code*. Under that legislation, “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 coordination, 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.
- f) “Service Animal” – For the purpose of this policy, an animal is a service animal for a person with a disability,
  - a. If it is readily apparent that the animal is used by the person for reasons relating to his or her disability; or
  - b. If the person provides a letter from a physician or nurse confirming that the person requires the animal for reasons relating to the ability
- g) “Support Person” means that in relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care or medical needs or with access to goods or services.

#### 4. **Policy of the Board:**

- a) The Board will ensure that its Internet/Intranet sites and telephone system are accessible to people with disabilities, making technical modifications, where necessary, including building in the capacity for use of assistive devices;
- b) The Board will ensure, where reasonable, that publications printed by the Board be made available in alternate formats, upon request by people with disabilities;
- c) The Board will ensure its meetings and other meetings involving the public:
  - I. Be held at facilities that are physically accessible to people with disabilities; and
  - II. Have agendas and minutes that are accessible to people with disabilities.
- d) The Board will ensure the development of processes and procedures to deal specifically with accessibility in the following areas, as listed in the *Regulation*:

##### **I. Use of service animals and support persons**

- a. To ensure that all Members, volunteers, and others dealing with the public are properly trained in how to interact with persons with disabilities who are accompanied by a Service Animal.
- b. To ensure that any person with a disability who is accompanied by a Support Person will be allowed to enter any Service facility with his or her support person, unless the animal is otherwise excluded by law, such as food preparation areas as prohibited by Food Premises, R.R.O. 1990, Reg. 562 under the Health Protection and Promotion Act, R.S.O. 1990, c. H.7.

## **II. Notice of temporary disruptions**

- a. To ensure that temporary or partial disruption that would limit a person with a disability from gaining access to the services or facilities will be communicated by public notice. The notice will include the reason for the disruption, the date(s) of disruption, its anticipated duration and a description of alternative facilities or services, if available.
- b. Notification shall be done through signage posted in the appropriate places and through the Board's website, Kingston Police website and/or by any other method deemed reasonable and necessary in the circumstances.

## **III. Training for staff**

- a. To provide training to all Members, volunteers, and others who deal with the public or other third parties on their behalf, and all those who are involved in the development and approvals of customer service policies, practices, and procedures.
- b. To ensure that a training procedure is prepared identifying positions to be trained, the timeframe after hiring within which the training will be provided, and the recording of the training provided.
- c. The training will be in compliance with the AODA.

#### **IV. Feedback process**

- a. To ensure a feedback process regarding the way the Service provides goods and services to persons with disabilities is created, maintained, and evaluated.
- b. The Board and the Chief of Police will ensure that the feedback process on the provision of accessible customer service is accessible to people with disabilities and must be provided in alternative accessible formats and with communication supports, upon request.

#### **V. Notice of availability of documents**

- a. To provide notice of the availability of its policy and procedures on accessible customer service. The document can be made available on the Kingston Police Service Board website and be provided in accessible format or with communication support upon request.

#### **VI. Format of documents**

- a. To ensure all of the Board's policies including the Accessible Customer Service policy, by-laws and public documentation are available on the Board's website and can be provided in accessible format or with communication support, on request.
- e) The Board will ensure the Chief of Police develops procedures to ensure that Internet/Intranet sites and telephone system are accessible to people with disabilities, making technical modifications, where necessary, including building in the capacity for use of assistive devices;
- f) The Board will ensure the Chief of Police develops procedures to ensure, where reasonable, that publications printed by the Police Service be made available in alternate formats, upon request by people with disabilities;
- g) The Board will ensure the Chief of Police develops procedures to ensure that Police Service meetings involving the public:

- I. Be held at facilities that are physically accessible to people with disabilities, and
  - II. Have agendas and minutes that are accessible to people with disabilities.
- h) The Board will ensure the Chief of Police has taken all measures to ensure accessibility be consistent with the following principles: dignity, independence, integration (except where alternate measures are necessary to meet the needs of people with disabilities) and equal opportunity.

"Original signed by Chair"  
Chair

"Original signed by Administrator"  
Administrator