



# NIAGARA REGIONAL POLICE SERVICE

## Police Services Board Report

**PUBLIC AGENDA**

---

**Subject:** Annual Report - Accessibility Standards & Accessibility Standards for Customer Service - January 1 to December 31, 2022  
Chair and Members, Niagara Police Services Board

**Report To:** 2023-03-02

**Report Date:**

---

### **Recommendation(s)**

**That the Niagara Police Services Board receive this report for information.**

### **Key Facts**

- The purpose of this report is to provide an annual written report to the Board with respect to meeting the accessibility standards, that includes a summary of the procedures, and the status of Service compliance with said procedures as per Police Services Board By-Law No. 366-2017 Respecting Accessibility Standards for Customer Service, and By-Law No. 367-2017 Respecting Accessibility Standards.
- General Order 217.05 - Accessibility, establishes the policy of the Niagara Regional Police Service.
- The Service is in compliance with General Order 217.05 – Accessibility, and the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 for the year ended December 31, 2022.
- The Niagara Regional Police Service is in compliance with the World Wide Web Consortium Web Content Accessibility Guidelines 2.0 (WCAG 2.0) compliance standards.

### **Financial Considerations**

There are no financial implications relating to the recommendation contained within this report.

### **Analysis**

General Order 217.05 – Accessibility - establishes the policy of the Niagara Regional Police Service that Service members are responsive to the diverse needs of all residents by striving to provide equal access to services and facilities, including people with disabilities. This policy applies to all members of the Service including volunteers, contractors, and agents.

For the year ending December 31, 2022, the Service was in compliance with General Order 217.05 – Accessibility, and the provisions of the Accessibility for Ontarians with Disabilities Act, 2005.

The Service is continuing to examine best practices and enhancements to abilities for improved communication with hard of hearing or speech impaired people attending police facilities front desks after hours.

### **Alternatives Reviewed**

Not applicable.

### **Relationship to Police Service/Board Strategic Priorities**

This annual report is being issued in compliance with Board By-Laws No. 366-2017 and 367-2017.

### **Relevant Policy Considerations**

No other relevant policy considerations.

### **Other Pertinent Reports**

8.3.2022.04.21 - Annual Report - Accessibility Standards for Customer Service & Accessibility Standards - By-Laws 366-2017 and 367-2017 - January 1 to December 31, 2021.

*This report was prepared by Richard Frayne, Superintendent, Corporate Services, and recommended by Bill Fordy, Deputy Chief, Support Services.*



---

**Submitted by:**  
Bryan MacCulloch, M.O.M. #5835  
Chief of Police

### **Appendices**

Not applicable.