



# NIAGARA REGIONAL POLICE SERVICE

## Police Service Board Report

**PUBLIC AGENDA**

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**Subject:** Annual Report - Accessibility Standards and Accessibility Standards for Customer Service - January 1 to December 31, 2024

**Report To:** Chair and Members, Niagara Police Service Board

**Report Date:** 2025-03-06

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### **Recommendation(s)**

**That the Niagara Police Service Board (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, which includes a summary of the procedures, and the status of Niagara Regional Police Service (Service) compliance with said procedures as per Board By-Law 432-2024 respecting Accessibility Standards for Customer Service, and By-Law 431-2024 respecting Accessibility Standards.
- General Order (GO) 217.05 - Accessibility, establishes the policy of the Service.
- The Service is in compliance with GO 217.05 – Accessibility, and the provisions of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) for the year ended December 31, 2024.
- The 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 recommendations contained within this report.

### **Analysis**

In accordance with Board By-Laws 432-2024 and 431-2024, the Chief shall make a written report to the Board on or before August 30 of each year in respect of Accessibility Standards and Accessibility Standards for Customer Service. The report shall include:

- a) A summary of the written procedures concerning Accessibility Standards for Customer Service; and
- b) Confirmation of Service compliance with the said procedures.

The following is a detailed response to each of the above-noted requirements:

- a) *“...a summary of the written procedures concerning Accessibility Standards of Customer Service...”*

GO 217.05 – Accessibility, establishes the policy of the Service that members are responsive to the diverse needs of all residents by striving to provide equal access to services and facilities, including persons with disabilities. This policy applies to all members of the Service including volunteers, contractors, and agents.

For the year ending December 31, 2024, the Service was in compliance with GO 217.05 and the provisions of the AODA.

- b) *“...confirmation of Service compliance with the said procedures...”*

The Service is continuing to examine best practices and enhancements for improved communication for persons with disabilities.

### **Alternatives Reviewed**

Not applicable.

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

To comply with the provisions of the Board By-Laws and to maintain compliance with the Adequate and Effective Policing requirements.

### **Relevant Policy Considerations**

- Board By-Law 432-2024 - Accessibility Standards for Customer Service
- Board By-Law 431-2024 - Accessibility Standards
- GO 217.05 - Accessibility
- Accessibility for Ontarians with Disabilities Act, 2005
- World Wide Web Consortium Web Content Accessibility Guidelines 2.0 (WCAG 2.0)

### **Other Pertinent Reports**

8.5 - 2024-02-22 – Annual Report - Accessibility Standards and Accessibility Standards for Customer Service - January 1 to December 31, 2023.

*This report was prepared by Laura Rullo, Director, Finance and Asset Management.  
Recommended by Darrin Forbes, Acting Deputy Chief, Support Services.*



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**Submitted by:**

Bill Fordy, O.O.M. #9615  
Chief of Police

**Appendices**

Not applicable.