



# Chatham-Kent Police Service Procedures

## AI.05.004 - SERVICE PROVISION TO PERSONS WITH DISABILITIES

Effective September 22, 2025 - PO#319

Approved by Kirk Earley - Chief of Police

### A PURPOSE

- A1 The Chatham Kent Police Service respects the principles of dignity, independence, integration and equality of opportunity for all persons. As such, the Service aims to integrate the provision of its services to persons with disabilities with its normal provision of services save and except when alternate measures are necessary. This integration and/or alternate measures are designed to ensure that equal opportunities to obtain, use and benefit from such services are provided.
- A2 Now therefore, the purpose of this procedure is to describe how the Service shall provide accessible services to persons with disabilities. This procedure applies to all Members, volunteers, contractors and/or any other third parties working for or on behalf of the CKPS.

### B STANDARDS

- B1 *Community Safety and Policing Act, 2019 ("CSPA")*
- B2 *Accessibility for Ontarians with Disabilities Act (2005)*
- B3 *Ontario Regulation 191/11 - Integrated Accessibility Standards*
- B4 Procedure AI.01.001 – GLOSSARY

### C DEFINITIONS

- C1 In order to ensure the correct interpretation of a capitalized term and/or abbreviation used in this procedure and not otherwise defined below, Members shall refer to the definitions and abbreviations listed in Procedure AI.01.001 – GLOSSARY. In addition, the following definitions form part of this procedure.
- a. **Assistive Device** – means a device used to replace, compensate for, or improve the functional abilities of people with disabilities. Assistive devices include a broad range of items such as mobility and visual/hearing aids, orthotics/prosthetics, speech devices, medical supplies, environmental controls and respiratory devices.
  - b. **Disability** – means:



- i. 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;
  - ii. a condition of mental impairment or a developmental disability;
  - iii. a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language;
  - iv. a mental disorder; or
  - v. an injury or disability for which benefits were claimed or received under the insurance plan established under the *Workplace Safety and Insurance Act (1997)*.
- c. **Guide Dog** – means a dog trained as a guide for a blind person and having the qualifications prescribed by the regulations to the *Blind Persons' Rights Act, 1990*.
- d. **Service Animal** – means an animal for a person with a Disability if:
  - i. the animal is readily identified as one that is being used by the person for reasons relating to the person's Disability, as a result of visual indicators such as the vest or harness worn by the animal; or
  - ii. the person provides documentation from one of the regulated health professionals, listed in section 80.45(4)(b) of Ontario Regulation 191/11 - *Integrated Accessibility Standards*, confirming that the person requires the animal for reasons relating to the Disability.
- e. **Support Person** – means, in relation to a person with a Disability, another person who accompanies them in order to help with communication, mobility, personal care or medical needs or with access to goods or services or facilities.



## **D**     **PROCEDURES**

- D1     This procedure will be made available to anyone, upon request and if applicable, in a format that takes into account a person's Disability and that is agreed upon by the requestor and the Service. This procedure will also be posted on the Service's website.
- D2     Members will ensure that persons with Disabilities are able to use any Assistive Devices required in order to obtain, use or benefit from the services provided by CKPS.
- D3     Guide Dogs, Service Animals and/or Support Persons will be allowed into areas of the Service premises that are open to the public and to other areas if the person accompanied by a Service Animal and/or Support Person is also accompanied by a Member and does not pose a security risk. Service Animals and/or Support Persons shall be allowed in temporary detention at the discretion of the Officer in Charge (OIC).
- D4     Persons with Disabilities using Guide Dogs and/or Service Animals are responsible, at all times, for the control of their animal and must comply with all applicable legislation including, but not limited, to the *Dog Owner's Liability Act* and all Municipality of Chatham-Kent by-laws.
- D5     Measures provided by the Service to assist persons with a Disability to access its facilities and/or services include the following:
- a.   elevators;
  - b.   TTY 519-352-1234 for the Chatham Kent Police Service;
  - c.   automatic door openers;
  - d.   availability of documents in larger font sizes;
  - e.   availability of documents in audio format;
  - f.   communicating via written and/or typed notes;
  - g.   assistance completing forms;
  - h.   the Service's website, including the option to enlarge font size; and
  - i.   services available via telephone, e-mail, facsimile and/or the internet.



Information on how to access and/or use the above accessibility measures and others can be obtained through the Inspector in charge of Administrative Support.

- D6 Members shall communicate with persons with a Disability in a manner that takes that Disability into account.
- D7 If there is a planned temporary disruption of the services and/or facilities used by persons with Disabilities, a notice of this disruption will, where possible and as appropriate, be posted on the Service's website and premises two (2) weeks before such disruption occurs. If there is an unexpected temporary disruption of such services and/or facilities, notice of the disruption will be posted as soon as possible on the Service's website and in a conspicuous place on the Service premises, as appropriate. A notice of disruption shall include the reason for the disruption, its anticipated duration and alternative services/facilities available.
- D8 All Members shall receive training about the provision of goods and services to persons with a Disability. This training will be provided on an ongoing basis when there are changes to related Service policies, practices and procedures. Training will also occur as part of the orientation to the Service for new employees and internal transfers, if required.
- D9 All volunteers, contractors and any other third parties working for or on the behalf of the Service who come into contact with the public and/or are involved in developing Service policies, practices or procedures regarding the provision of goods and services, shall receive training about the provision of goods and services to persons with Disabilities.
- D10 Records of the Service training on providing goods and services to persons with a Disability shall be maintained by the Sergeant in charge of the Training and Professional Development Unit and will include the date of training for each Member, volunteer, contractor and any other third party.
- D11 The training contemplated herein shall include information on:
  - a. how to interact and communicate with persons with various types of Disability;
  - b. how to interact with persons with a Disability who use an Assistive Device or require the assistance of a Guide Dog, other Service Animal or a Support Person;
  - c. how to use the equipment or devices available on site or otherwise provided that may help with the provision of goods and services to a person with a Disability; and



- d. what to do if a person with a Disability is having difficulty accessing CKPS facilities and/or services.

## **E      FEEDBACK PROCEDURE**

- E1      If a person with a particular type of Disability is having difficulty accessing facilities maintained and/or services provided by CKPS, the Inspector in charge of the Administrative Support Branch shall be notified. The Inspector in charge of the Administrative Support Branch will consult with that person to find an acceptable method of providing services and/or access to facilities to that person.

- E2      The Inspector in charge of the Administrative Support Branch shall maintain a feedback process regarding the provision of goods and services to persons with Disabilities. Feedback may be provided to the Inspector in charge of the Administrative Support Branch in person, by phone, in writing, by e-mail or otherwise as appropriate, as follows:

Mail:              Service Provision to Persons with Disabilities Feedback  
                      c/o Inspector - Administrative Support Branch  
                      24 Third Street  
                      Chatham, ON N7M 2M5

Phone:            (519) 436-6600

TTY:                (519) 352-1234

Facsimile:        (519) 436-6646 (addressed to Service Provision to Persons with Disabilities Feedback, c/o Inspector – Administrative Support)

E-mail:            See CKPS website [www.ckpolice.com](http://www.ckpolice.com)

- E3      In the event of a complaint regarding the service provided to a person with a Disability, the Inspector in charge of the Administrative Support Branch shall investigate the complaint and, if substantiated, will address the issue. Acknowledgement of all feedback received by the Service will be made to the person(s) providing feedback.

- E4      The Inspector in charge of the Administrative Support Branch will provide a status report on the feedback process to all Senior Officers on a regular basis.



## **F**     **REVIEW**

- F1     The Inspector in charge of the Administrative Support Branch shall be responsible for the annual review of this procedure.

PREVIOUS ISSUE	PROCEDURAL ORDER & DATE
AI.05.004 - SERVICE PROVISION TO PERSONS WITH DISABILITIES	PO#20, 2012/01/01