

2025 - 2030 Multi-Year Accessibility Plan

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT





Our Vision

Dedicated to excellence in service through the commitment of our people to teamwork, integrity and our core values. Together we work to be the safest community in Canada.

Our Mission

The mission of the Windsor Police Service is to serve our community. Working together, we prevent and investigate crime and provide support to those in need. We perform our duties with professionalism, accountability and integrity to ensure the safety of all the members of our diverse community.

Our Core Values

Integrity

We are committed to fair, ethical, and respectful treatment of all persons within our organization and in our community.

Respect

We show respect and compassion, through deed and word, to every person.

Professionalism

We are dedicated to professionalism in appearance and conduct, and the continuing pursuit of excellence in all we do.

Accountability

We openly identify and address problems, and willingly accept responsibility for our actions.

Innovation

We are creative in developing effective policy and inventive practices; investing in our people and technologies to provide industry-leading service.

Teamwork

We all succeed by working together and in partnership with our diverse community.

Service

We are devoted to serving our community with honour, placing the needs of the community above those of our own.

Acknowledgments

The 2025-2030 Multi-Year Accessibility Plan is the result of collaboration and consultation with the public and subject matter experts with lived experience.

The Windsor Police Service is grateful to all who shared their time and expertise, which has improved our understanding of accessibility and the impact of barriers to access.

Special thanks are extended to the Windsor Accessibility Advisory Committee, which has provided extensive review and consultation on how to improve our multi-year plan to better serve residents with disabilities.

Windsor Accessibility Advisory Committee

Councillor Fred Francis

Sally Bennett, Chair

Peter Best, Co-Chair

Mark Keeler, Administration Resource

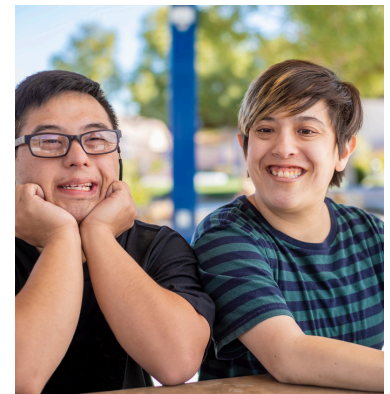
Danica McPhee

Caleb Ray

Nicholas Petro

Riccardo Pappini

Surendra Bagga



Message from the Chief



The Windsor Police Service is committed to building a community where everyone can live, work, and participate with dignity and respect. Our Multi-Year Accessibility Plan sets a roadmap to remove barriers, create opportunities, and ensure our facilities, services, and programs are welcoming to all.

Guided by the Accessibility for Ontarians with Disabilities Act, this plan reflects our ongoing commitment to accessibility as a core standard of service delivery and community engagement.

We will continue to learn, adapt, and innovate so that every person can fully participate, thrive, and feel valued in our community.

Jason Crowley
Chief of Police



About Our Service

The Windsor Police Service provides frontline response and investigative services to the communities of Windsor and Amherstburg.

With more than 500 sworn officers and 150 civilian professionals, the Windsor Police Service is committed to ensuring public safety and building strong community partnerships across one of Canada's most diverse regions.

Guided by its vision to be the safest community in Canada, the Windsor Police Service works to prevent and investigate crime while supporting those in need –grounded in its core values of integrity, respect, professionalism, accountability, innovation, teamwork, and service.



Language and Definitions

Accommodation

An adjustment or modification to working conditions or other environments that ensures people with disabilities can participate fully and with dignity.

Alternate or Accessible Formats

May include, but are not limited to, braille, electronic formats, large print, plain language, recorded audio or other formats used by people with disabilities.

Barrier

An obstacle in a person's environment that prevents a person from participating fully in society.

Communication Support

May include but is not limited to captioning, plain language, sign language, and audio descriptions that ensure people with disabilities have equal access to effective communication.

Language and Definitions

Emergency Response

An occurrence or event that requires prompt co-ordination of actions concerning persons or property to protect the health, safety or welfare of people or limit damage to the environment.

Service Animal

A dog or other animal that can be readily identified as being used for reasons related to the person's disability, including a vest or harness or documentation from a regulated health professional.

Specialized Transportation

Passenger transportation services that are operated in Ontario by designated public transportation agencies and are designed to transport people with disabilities.

Support Person

In relation to a person with a disability, another person who is with them to help with communication, mobility, personal care, medical needs, or with access to goods, services or facilities.

Commitment to Accessibility

The Windsor Police Service is committed to serving our community in ways that are accessible, respectful, and responsive to the diverse needs of all residents, including people with disabilities. Accessibility is an essential part of public trust and community safety, and we are dedicated to identifying and removing barriers in the delivery of our services and the use of our facilities.

This Multi-Year Accessibility Plan required under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), provides a roadmap for advancing accessibility throughout our organization.

As required by the AODA, the accessibility plan will be updated every five years. It is a living document, adaptable to changes in legislation, community expectations, organizational priorities, and capacity. This plan reflects the Windsor Police Service's ongoing commitment to ensuring that our services, facilities, and interactions with the public are accessible to all.



Accessibility for Ontarians with Disabilities Act

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that acknowledges the historic and ongoing discrimination faced by persons with disabilities in Ontario. Its purpose is to achieve an accessible province by 2025 through the creation and enforcement of accessibility standards. The Act focuses on improving opportunities for people with disabilities by identifying, removing, and preventing barriers.

IASR General Requirements

The General Requirements section establishes broad obligations. It requires organizations to develop accessibility policies, create multi-year accessibility plans, and meet training requirements for employees and volunteers. It also mandates adherence to the Accessibility Standards for Customer Service and sets rules for procuring goods, services, and facilities in accessible ways.

IASR Information and Communications

The IASR Information and Communications section obligates organizations to make information accessible by offering alternate formats and communication supports on request. It sets accessibility rules for websites and web content. It also requires accessible feedback processes and timely removal of communication barriers for the public.



Accessibility for Ontarians with Disabilities Act

IASR Employment

Accessibility practices impact all phases of the employment lifecycle. IASR Employment regulations mandate accessible recruitment, accommodation processes, and individualized plans for employees with disabilities. They also require accessible workplace information, emergency response supports, and integration of accessibility into performance management, career development, and redeployment.

IASR Transportation

The AODA requires organizations to provide accessible public transit services, including features that support riders with disabilities, ensure appropriate boarding, securement, and mobility-aid accommodations, offer specialized transit that is comparable to conventional service, communicate service changes in accessible formats, and train all transit staff on accessibility requirements and safe assistance practices.

IASR Customer Service

The AODA requires organizations to provide public notice of temporary service disruptions, allow guide dogs and service animals in all public areas, maintain policies that ensure accessible delivery of goods, services, and facilities, and ensure that all employees, volunteers, students, and contracted personnel receive training on accessible customer service.



IASR General Requirements

The Windsor Police Service is committed to meeting all requirements under the Integrated Accessibility Standards Regulation (IASR). The Service maintains comprehensive policies and directives that reflect its dedication to accessibility, equity, and inclusion in both employment and service delivery.

Accessibility Policies and Procedures

Accessibility is embedded in Windsor Police Service operations through our Accessibility, Human Rights, and Accommodation Directives. These directives establish clear expectations for removing and preventing barriers and ensure that all members understand their responsibilities under the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

Annual Reports

An annual progress report will be published detailing ongoing progress to meeting the goals set forth in the multi-year plan. Annual reports must be made publicly available on our website once approved.

Multi-Year Plan

The Windsor Police Service is now and will continue to publish and review the Multi-Year Plan and ensure it is made public in addition to welcoming public consultation to ensure persons with disabilities have ample opportunity to provide constructive feedback to reduce barriers.



IASR General Requirements

Training

Training regarding accessibility and human rights is a core component of Windsor Police Service onboarding. Every new member completes mandatory modules including AODA Customer Service training, Human Rights 101 training obtained from the Ontario Human Rights Commission, and education on police ethics, accountability, and EDI-specific topics related to accessibility, sex, gender, and sexuality. Refresher and role-specific training continue throughout employment.

Procurement of Goods and Services

Under the AODA, the Windsor Police Service is required to incorporate accessibility criteria and features when procuring or acquiring goods, services or facilities, except where it is not practical to do so. From construction projects to acquiring products or services, vendors, contractors, and suppliers are explicitly mandated to ensure their products, services, and projects are AODA-compliant.



IASR Information and Communications

Accessible Information and Communications standards are designed to address the removal of barriers regarding access to information.

Feedback

The Windsor Police Service offers several ways for the public to make reports or get in touch. Non-emergency incidents, such as theft or property damage, can be reported online through the Windsor Police website or by calling 519-258-6111. For emergencies, always call 911. Requests for information or records can be made through the Freedom of Information and Records Search Unit.

Accessible Formats and Communication Supports

Translation services are available through 911 and at key locations, including headquarters and the Collision Reporting Centre. The public is informed of these supports through the Translation Services page on our website. Requests for accessible or alternative communication formats are accommodated on request, in keeping with accessibility standards and Windsor Police Service policy.



IASR Information and Communications

Website Accessibility

The Windsor Police Service website is compliant with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level AA. The Windsor Police Service Corporate Communications and Technology Services units continue to monitor changes and suggestions to ensure ongoing compliance.

Emergency Procedures, Plans or Public Safety Information

Emergency procedures, plans, and public safety information intended for the public will be made available in accessible formats or with appropriate communication supports, upon request and as soon as practicable.

All public safety materials produced by the Windsor Police Service can be provided, upon request, in a format that meets the needs of persons with disabilities and within a reasonable timeframe.



IASR Employment

The Windsor Police Service is committed to fair and inclusive employment practices that ensure equal opportunity for all current and prospective employees. Accessibility in employment is guided by the principles of dignity, independence, integration, and equal opportunity, as set out in the Human Rights Directive, the Accommodation Directive, and the Equity, Diversity, and Inclusion Directive.

Recruitment, Assessment and Selection

Internal and external job postings include information advising applicants that accommodations are available upon request throughout the recruitment and selection process, where applicable. Candidates invited to for interviews, testing, or assessments are informed that accommodations can be provided to ensure equitable participation. The Service works with applicants to determine appropriate supports including communication aids, accessible interview locations, or adjusted assessment formats.

Informing Employees of Supports

New and existing employees are informed of the Service's policies supporting employees with disabilities, including the right to request workplace accommodation. Information about these supports is available through onboarding, the internal policy library, and consultation with Human Resources. The Service maintains an environment in which employees are encouraged to disclose accommodation needs without fear of reprisal, in keeping with the Ontario Human Rights Code.



IASR Transportation

Although the Windsor Police Service is not a transportation provider and does not offer conventional transportation, we remain cognizant of how important mobility is to persons with disabilities. Whenever possible, we can arrange for suitable accessible transportation with local providers. In addition to the accessible fleet of surface vehicles offered by Transit Windsor, there are several taxi companies that include vehicles specifically equipped to transport residents with disabilities.

Checker Cab

Address: 506 Hanna St E, Windsor, ON N8X 3T4

Phone: (519) 254-7777

Veteran's Cab

Address: 350 Tuscarora St, Windsor, ON N9A 3L7

Phone: (519) 256-2621



IASR Built Environment

The Windsor Police Service prides itself on a modern facility that has gone above and beyond to meet accessibility needs for persons with disabilities visiting the public area of our headquarters and other facilities. This dedication to excellence was recognized with the Ontario March of Dimes award for Accessibility Excellence.

In 2013, the facility went through an extensive accessibility audit to identify barriers to access and undertake projects to continually elevate the degree of accessibility whenever possible.

This philosophy continues to this day and manifests in the many changes made to the design of public spaces, including areas for employees, that exceed industry standards.



Windsor Police
Headquarters



IASR Built Environment

Our facility has evolved to include features that ensure employees and visitors can access all public areas or those areas where they are permitted regardless of ability. Some of these features include:

- Staircases in public areas possess an alternated step colour pattern, whereby consecutive steps are of a contrasting colour to allow for better observational discernment by individuals who possess a visual impairment of some degree.
- Public reception counters are constructed and operated at an accessibility-certified height allowing for dignified conversations with persons confined to a mobility device.
- Public and employee washrooms exceed the minimum turning radius and include correctly positioned grab bars, clearances underneath sinks, and angled mirrors.
- Edging on the exterior steps include a strip comprised of an anti-slip material with a dark, contrasted colour, to make entry into our main lobby safer and more accessible for all.
- Wheelchair ramps, including exterior, within the lobby, and at the Emergency 911 Call Centre have a ramp grade gentler than that required under the Ontario Building Code.



IASR Built Environment

- Doors to offices, meeting room spaces, and storage rooms are a distinctly darker colour, offering an improved contrast to assist those with a visual impairment to better navigate and located where to enter a room off a hallway.
- Room identification and wayfinding signage is based on a standardized design that uses plain fonts with white lettering on a black background to optimize visibility.



IASR Customer Service

The Windsor Police Service is committed to providing accessible, respectful, and inclusive customer service to all members of the community. Accessibility in customer service is guided by the Accessibility and Customer Service Standards Directive, in alignment with the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code.

Establishment of Policies

The Service has developed and implemented directives governing services to persons with disabilities. These directives ensure that people with disabilities receive the same level of service as others and can access Service facilities and programs with dignity and independence. All staff, volunteers, contractors, and students are required to follow these policies and receive training on how to provide accessible customer service.

Use of Service Animals and Support Persons

Individuals who are accompanied by a service animal or support person are welcomed in all public areas of Windsor Police Service facilities, unless prohibited by law. When a service animal or support person is excluded for legal or safety reasons, alternate arrangements are made to ensure the person can still access services.





IASR Customer Service

Notice of Temporary Disruptions

The Windsor Police Service will provide notice when any planned or unplanned disruption affects facilities or services used by people with disabilities. Notices will state the reason, expected duration, and any available alternatives. The Director of Facilities Services will post notices for facility disruptions. Program- or service-related notices will be posted by the responsible Director or Superintendent through the website, voicemail, or other reasonable methods. Staff will assist individuals with disabilities in accessing services or alternate locations during disruptions.

Feedback Process

The Service provides accessible ways for people to give feedback and ensures responses are available in accessible formats or with communication supports when requested. Feedback can be submitted electronically or by printed form available at all police stations, and the public is notified that accessibility accommodations are available.



IASR Customer Service

Training

All Windsor Police Service employees, agents, volunteers, and contractors receive accessibility training as part of onboarding and continuing education. Training covers the requirements of the AODA and IASR, the Ontario Human Rights Code, and best practices for interacting with people who have various types of disabilities.

Format of Documents

Documents required under the AODA, including accessibility policies and procedures, are available upon request in accessible formats that account for an individual's disability. Alternate formats may include large print, electronic copies, or audio versions, provided in consultation with the person making the request.





Multi-Year Plan Initiatives

The Windsor Police Service is preparing to take the next steps in its accessibility journey by building on past progress and aligning with best practices from across the province.

Upcoming initiatives will focus on **strengthening digital accessibility, enhancing training and awareness for employees, improving the accessibility of facilities and public spaces, and fostering more inclusive communication and service delivery.**

These actions represent a continued commitment to removing barriers, meeting legislative requirements, and creating a safer and more welcoming community for all residents.

1. Digital Accessibility Governance & Remediation Program

Establish a formal governance structure to monitor, prioritize, and remediate website and document accessibility issues in alignment with WCAG and PDF/UA standards. The program will define roles, workflows, reporting mechanisms, and accountability to ensure sustainable compliance rather than reactive fixes. The goal is to create a proactive, transparent system that embeds digital accessibility into routine operations and continuous improvement.



Multi-Year Plan Initiatives

2. Employment Accommodation & Emergency Response Process Review

Conduct a structured review of existing accommodation practices to ensure consistent documentation, clear procedures, and alignment with AODA and Human Rights obligations. The project will also formalize individualized emergency response planning to ensure employees with disabilities are supported during workplace emergencies. The goal is to ensure equitable, consistent, and legally compliant support for employees across the entire employment lifecycle.

3. Police-Specific Facility Accessibility Audit

Undertake a targeted accessibility audit of public-facing and operational police spaces to identify barriers beyond minimum code requirements. Findings will inform a prioritized improvement plan focused on dignity, safety, and independent access. The goal is to systematically reduce physical and operational barriers within police environments.



Multi-Year Plan Initiatives

4. Disability-Informed Frontline Training Initiative

Develop and implement practical training for sworn and civilian staff on effective interaction with persons with disabilities, including sensory, cognitive, and mental health considerations. The initiative will emphasize communication, de-escalation, and inclusive service delivery in operational settings. The goal is to strengthen frontline capacity to provide safe, respectful, and accessible policing services.

5. Multi-Jurisdictional Police Accessibility Best-Practice Study

Conduct comparative research across Ontario police services to identify leading accessibility practices in governance, facilities, employment, and service delivery. The study will produce implementation-ready recommendations tailored to the Windsor Police Service. The goal is to benchmark performance and accelerate progress through evidence-based adoption of proven practices.



Feedback and Contact Information

As part of our ongoing commitment to accessibility, we invite you comment on the Multi-Year Accessibility Plan or reach out if you have feedback that will assist in the removal of barriers for people with disabilities.

Contact Us

Email: info@windsorpolice.ca

Telephone: (519) 255-6700

TTY / TDD Calls: (519) 258-6111

Mail or In-person:

Police Headquarters

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POLICE



