

**Statement of Commitment:** The Office of the Independent Police Review Director (OIPRD) is committed to providing accommodation for all persons with identified disabilities under the *Accessibility for Ontarians with Disabilities Act (AODA)* and *Ontario Human Rights Code (Code)* in relation to services and materials provided by the OIPRD.

The OIPRD is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in integration and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under the AODA. The OIPRD is committed to providing an inclusive and accessible environment in which all members of the public are treated with dignity and respect.

Accommodation will be provided in accordance with the principles of dignity, individualization and inclusion. The OIPRD will work cooperatively, and in a spirit of respect, with all partners in the accommodation process.

**Definitions:** Section 10 (1) of the Code<sup>1</sup> and Part I, Section 2 of the AODA<sup>2</sup> defines “disability” as:

- (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 co-ordination, 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*; (“handicap”)

**Purpose:** This policy has been developed to ensure that the services of the OIPRD are accessible to all people, including persons with disabilities, such that they can fully participate in the public complaints process.

As the Supreme Court of Canada has observed:

[T]he principle that discrimination can accrue from a failure to take positive steps to ensure that disadvantaged groups benefit equally from services offered to the general public is widely accepted in the human rights field.<sup>3</sup>

This Accommodation Policy is available online at [www.oiprd.on.ca](http://www.oiprd.on.ca). For an alternative format or a paper copy, please contact the OIPRD at toll free: 1-877-411-4773, local: 416-246-7071, TTY: 1-877-414-4773, or [OIPRD@ontario.ca](mailto:OIPRD@ontario.ca).

**Application:** Staff will communicate using methods that enable persons with disabilities to request, receive, and use OIPRD materials in accessible formats. The OIPRD will ensure that its processes for receiving and responding to feedback are accessible to persons with disabilities and will notify the public about the availability of accessible formats and communications supports on the OIPRD website.

The OIPRD shall provide or arrange for accessible formats and communication supports for persons with disabilities in a timely manner that takes into account each person's accessibility needs. Please note that the OIPRD does not have all types of formats or supports on hand or in stock. Some services may require additional time to secure. However, the OIPRD will keep persons updated on their specific request.

The OIPRD will consult with the person making the request to determine the suitability of an accessible format or communication support that is reasonable.

The OIPRD will take reasonable steps to accommodate persons with disabilities without incurring undue hardship.

**Requesting Accommodation:** If you would like to request accommodation in advance of a conversation with OIPRD staff, please ask for the Accommodation Coordinator at toll free: 1-877-411-4773, local: 416-246-7071, TTY: 1-877-414-4773 (please ask reception to put you through), or by mail to 655 Bay Street, 10th Floor, Toronto, Ontario, M7A 2T4, or by email to [OIPRD.Accommodation@ontario.ca](mailto:OIPRD.Accommodation@ontario.ca). Please mark the email or letter clearly as a **request for accommodation**.

Once you have requested accommodation, the Accommodation Coordinator will communicate the request to the Case Coordinator or Investigator overseeing your complaint.

**Privacy and Confidentiality:** The OIPRD acknowledges that requests for accommodation may require the disclosure of private, sensitive, and personal information. The OIPRD will maintain the confidentiality of information related to an accommodation request, and will only disclose this information with the consent of the applicant requiring accommodation.

**Examples of Accommodation:**

The OIPRD will arrange and cover the costs for an American Sign Language (ASL) or a Langue des signes québécoise (LSQ) interpreter if required. Please give as much advanced notice as possible as arrangements for ASL/LSQ interpreters can take between two weeks to a month.

The OIPRD provides services in English and French. A complaint will be responded to in either English or French depending on the language in which it is filed. Any party who requires the assistance of an interpreter in filing a complaint in a language other than French, English, ASL or LSQ, must arrange for an interpreter at their own expense.

The OIPRD can provide documents and reports in a variety of formats upon request, such as large print, Braille, or another reasonable format.

The OIPRD ensures that its office is wheelchair accessible.

The OIPRD welcomes service animals.

If you need to bring a support person with you, you do not have to tell us why they have to be with you, just that “I need this person with me for support.”

If it is hard for you to meet privately with persons of the opposite sex, you can just tell us you would like to meet with a woman/man.

If you have a disability that makes it very difficult to be in a closed room, you do not have to tell us about your condition, but you could say “I would like to be in a larger room with the door open.”

If you have a disability that makes it difficult for you to understand speech:

- Bring a support person with you
- Ask the person speaking to you to speak slowly
- Ask the staff person or your support person to write down some key points to take with you

If you have a disability that makes it difficult for you to read or understand printed materials, you can ask to have documents read and explained to you by the Accommodation Coordinator.

If organizational difficulties are part of your disability you can ask for help from the Accommodation Coordinator in putting your documents together in a logical order.

The OIPRD will provide ways of contacting the OIPRD in a variety of formats.

Please note this list is not exhaustive and reasonable accommodations will be dealt with individually on a case by case basis.

**Training:** OIPRD staff receives ongoing training regarding diversity, inclusion, and accessibility. This training includes accommodation for persons with disabilities, the importance and embracement of diversity, as well as inclusive practices, to ensure staff have a broad knowledge base.

## **Anti-Ableism Statement of Commitment**

The purpose of this statement is to recognize the OIPRD's commitment to a proactive approach in providing an inclusive workplace and service environment for persons with disabilities.

"Ableism" is a term used to describe the discriminatory communications, actions, and practices against persons with disabilities. Ableism may be individual or systemic depending on the type of discriminatory process.

This statement of commitment is supplemental to the OIPRD's Accommodation Policy and commits the OIPRD to addressing differential attitudes towards persons with disabilities in communications, policies and practices in the workplace, and the delivery of service.

In committing to anti-ableism in the workplace and in service delivery, the OIPRD recognizes that individuals with disabilities can offer the best information about their disability-related needs, if any.

**Commitment to Anti-Ableism:** The OIPRD strives to create an inclusive workplace and service environment that welcomes and supports differences and diversity in its staff, and the community it serves.

This includes:

1. Ensuring that practices and communications in the workplace and in delivering service to the community do not reflect or perpetuate ableist or exclusionary perspectives that may directly or indirectly promote, sustain, or entrench differential treatment affecting persons with disabilities
2. Establishing and maintaining hiring, promotion and work-related policies that will build and support an inclusive employment environment where individuals with disabilities can participate and contribute fully
3. Ensuring that services to individuals with disabilities are provided in a fully respectful manner that addresses and removes any barriers to service, including ableist practices or attitudes

The OIPRD shall:

1. Maintain and enforce the OIPRD's Accommodation Policy
2. Ensure that the Accommodation Policy and the Anti-Ableism Statement of Commitment are available to the public on the OIPRD's website
3. Include both policies in orientation materials for all new staff members
4. Provide training to staff on issues relating to access, accommodation, and ableism on a regular, ongoing basis
5. Give every complainant an opportunity to provide feedback on whether service was provided in a responsive and fully respectful way and whether their needs related to disability were appropriately accommodated as service was provided
6. Annually review client feedback on anti-ableist service delivery and on accommodation of disability

7. Conduct a biannual survey of staff that includes the opportunity to comment on accommodation of disability-related needs in the workplace, and on compliance with this policy

**Contact Information:**

**Accommodation Coordinator  
Office of the Independent Police Review Director**

655 Bay Street, 10th Floor  
Toronto, Ontario  
M7A 2T4

Toll-free phone: 1-877-411-4773

Local phone: 416-246-7071

TTY: 1-877-414-4773

Toll-free fax: 1-877-415-4773

Local fax: 416-327-8332

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<sup>1</sup> Ontario Human Rights Code, online: [www.elaws.gov.on.ca/html/statutes/english/elaws\\_statutes\\_90h19\\_e.htm](http://www.elaws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm)

<sup>2</sup> Accessibility for Ontarians with Disabilities Act, online:

[www.elaws.gov.on.ca/html/source/regs/english/2011/elaws\\_src\\_regs\\_r11191\\_e.htm](http://www.elaws.gov.on.ca/html/source/regs/english/2011/elaws_src_regs_r11191_e.htm)

<sup>3</sup> *Eldridge v. British Columbia (Attorney General)*, [1997] 3 S.C.R. 624 at para. 78, online:

[www.lexum.umontreal.ca/csc-scc/en/index.html](http://www.lexum.umontreal.ca/csc-scc/en/index.html) [hereinafter "*Eldridge*"].