MATTAWA REGIONAL OPP DETACHMENT BOARD
CONSEIL DU DÉTACHEMENT RÉGIONAL DE MATTAWA DE LA POLICE PROVINCIALE

NORTH BAY OPP DETACHMENT
DÉTACHEMENT DE NORTH BAY DE LA POLICE PROVINCIALE

#2025-04	
Accessibility Policy	
Date of Board Approval: 03/25/2025	**Date of Next Review:** 03/25/2030

1. Policy Statement:

The Mattawa Regional OPP Detachment Board (the "Board") is committed to fulfilling its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11.

The Board shall meet the accessibility requirements applicable to its as public sector body and shall ensure that persons with disabilities are provided with accessible access to Board meetings, information, and services, where required by law.

2. Scope:

This policy applies to:

- Board members;
- Any employees or administrative support staff of the Board;
- Members of the public accessing Board services or meetings.

This policy applies only to the governance functions of the Board and does not direct operational policing matters.

3. Accessible Customer Service:

In accordance with the AODA Customer Service Standard, the Board shall:

- Provide its services in a manner that respects the dignity and independence of persons with disabilities.
- Permit the use of assistive devices, service animals, and support persons, unless otherwise prohibited by law.
- Provide notice of temporary disruptions to services or facilities, where applicable.

4. Information and Communications:

The Board shall:

- Provide publicly available information in an accessible format upon request and in accordance with the timelines set out in regulation.
- Provide communication supports upon request, taking into account the person's accessibility needs.
- Consult with the person making the request in determining the suitability of an accessible format or communication support.

5. Accessible Meetings:

The Board shall:

- Hold meetings in accessible locations where reasonably available.

6. Training

The Board shall:

- Ensure that Board members and any employees receive training as required under the AODA and the Ontario Human Rights Code as it relates to persons with disabilities.
- Maintain a record of training provided.

7. Feedback

The Board shall maintain a process for receiving and responding to feedback regarding accessibility. Feedback may be provided in person, by telephone, in writing, or electronically.

8. Multi-Year Accessibility Plan

Where required under Ontario Regulation 191/11, the Board shall:

- Establish and maintain a multi-year accessibility plan attached hereto as “Schedule A”
- Review and update the plan at least once every five (5) years.
- Provide the plan in an accessible format upon request

9. Policy Review

This policy shall be reviewed every five (5) years or as necessary in alignment with the Board’s strategic planning cycle, to incorporate feedback and evolving best practices.

10. Approval

This policy is approved by resolution of the Mattawa Regional OPP Detachment Board and may be amended by majority vote at any official meeting of the Board.

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MULTI-YEAR ACCESSIBILITY PLAN 2026-2031

Schedule “A” to Accessibility Policy

1. Statement of Commitment

The Mattawa Regional OPP Detachment Board (the “Board”) is committed to meeting its obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and Ontario Regulation 191/11.

This Multi-Year Accessibility Plan outlines the Board’s strategy to prevent and remove barriers to accessibility in its governance functions.

2. Scope

This Plan applies to the governance functions of the Board only and does not apply to operational policing matters delivered by the Ontario Provincial Police.

3. Accessibility Initiatives (2026-2031)

The Board will undertake the following actions during the term of this Plan:

A. Accessibility Policies

- Maintain a written Accessibility Policy.
- Make the policy available to the public upon request and in accessible format where required.

B. Training

- Ensure all Board members complete accessibility training as required under the AODA and the Ontario Human Rights Code.
- Maintain a record of training completion.

C. Accessible Information and Communication

- Provide publicly available documents in accessible formats upon request and in accordance with legislative requirements.
- Consult with the individual making the request to determine appropriate communication supports.

D. Accessible Meetings

- Hold meetings in accessible locations where reasonably available.

E. Feedback

- Maintain a process for receiving and responding to feedback regarding accessibility.
- Provide accessible formats of the feedback process upon request.

4. Review and Update

This Plan will be reviewed and updated at least once every five (5) years, or earlier if legislative changes require amendments.