



Policy Name:	ACCESSIBILITY		
Policy #:	AD 1.10	Last Updated:	2024-09-18
Issued By:	SUPPORT SERVICES BUREAU	Approved By:	SURREY POLICE BOARD
		Review Frequency:	AS REQUIRED

RELATED POLICIES

AD 1.1 *Ensuring Inclusivity and Diversity in Surrey Police Service*

AD 5.7 *Human Rights and Respectful Workplace*

AD 5.9 *Duty to Accommodate*

OP 6.13 *Equity, Diversity, Inclusion and Human Rights*

1. PURPOSE

- 1.1. This policy demonstrates Surrey Police Service’s (SPS) commitment to workplace accessibility and inclusion, striving for barrier-free participation for individuals with disabilities attending or working within the Workplace.
- 1.2. This policy aligns with policy OP 6.13 *Equity, Diversity, Inclusion and Human Rights* and follows the same vision and mission to reflect the community SPS serves by fostering belonging and celebrating all abilities accordingly.

2. SCOPE

- 2.1. This policy applies to all SPS Employees, Volunteers, Contractors, Practicum Students and Seconded Personnel.

3. POLICY

- 3.1. The provincial *Accessible British Columbia Act* requires public sector organizations to identify, remove, and prevent barriers for individuals working at or interacting with the organization.
- 3.2. SPS will establish an Accessibility Advisory Committee, an Accessibility Plan, and build a tool to receive feedback in the Workplace.
- 3.3. The Accessibility Advisory Committee to assist in identifying, removing, and preventing barriers to individuals from interacting with SPS.
- 3.4. The Accessibility Advisory Committee includes the following members:
 - i. Executive Leadership Team member, or designate
 - ii. Senior Manager, Human Resources Section, or designate;
 - iii. To the extent possible, persons with disabilities, or individuals who support, or are from organizations that support, persons with disabilities;
 - iv. reflect the diversity of persons with disabilities in British Columbia; and
 - v. with at least one of the members who identifies as an Indigenous person.
- 3.5. SPS will provide accessible facilities and services to individuals attending, interacting with, or working in the SPS Workplace. SPS is committed to providing excellent customer service to everyone, including people with disabilities. When serving individuals with disabilities, reasonable efforts shall be made to provide the same level of service given to other customers and service shall be provided in a manner that respects their dignity and independence.
- 3.6. SPS will incorporate accessibility features when building new or making planned significant alterations to existing public spaces.
- 3.7. SPS will foster an accessible Workplace for Employees, Volunteers, Contractors, Practicum Students and Seconded Personnel with disabilities and will accommodate them in the Workplace in accordance with established processes and human rights obligations, to the point of undue hardship.
- 3.8. SPS will incorporate accessibility criteria and features when procuring or acquiring goods, services and facilities, including self-service kiosks. If it is not practicable to do so, Employees will document the reason for not being able to incorporate or meet the accessibility criteria and provide such information to the Asset Manager, Support Services.

3.9. SPS will upon request provide or arrange for the provision of accessible formats of communication supports for people with disabilities. This will be done in consultation with the person making the request, in a timely manner that considers the person's accessibility needs.

3.10. SPS will be open to public feedback on the Accessibility Plan and barriers to individuals interacting with SPS.

3.11. SPS will review and update its Accessibility Plan at least once every three (3) years.

4. PROCEDURE

4.1. Employees will support SPS in providing an accessible and barrier-free work environment for all Employees, Volunteers, Contractors, Practicum Students and Seconded Personnel in the Workplace.

4.2. Supervisors must support accessibility and / or accommodation requests from Employees, Volunteers, Contractors, Practicum Students and Seconded Personnel by forwarding these requests to the Senior Manager, Human Resources Section for review.

4.3. SPS will establish a process for individuals to provide feedback regarding accessibility barriers or feedback regarding the Accessibility Plan.

4.4. SPS, in consultation with the Accessibility Advisory Committee, will create, implement, and routinely update the Accessibility Plan. The guiding principles of the Accessibility Plan are:

- i. inclusion;
- ii. adaptability;
- iii. diversity;
- iv. collaboration;
- v. self-determination; and
- vi. universal design.

4.5. When an Employee receives feedback regarding the Accessibility Plan, is notified of a barrier to individuals interacting with SPS, or the Employee receives a request for accommodation, the Employee must forward the information to their Supervisor.

- i. The Supervisor must forward the request, with any recommendations to the Senior Manager, Human Resources (HR);
- ii. The Senior Manager, HR, or designate, will determine whether to forward the request to the Accessibility Advisory Committee for review with recommendations for action or if the

request is for Workplace accommodation, will assign an Employee to investigate the accommodation request.

- 4.6. SPS will make reasonable attempts to address and resolve any reported barriers that SPS is made aware of by considering public and Employee feedback and seeking and considering recommendations from the Accessibility Advisory Committee.

APPENDIX A: DEFINITIONS

“Accessibility Advisory Committee” means the committee established in accordance with the *Accessible BC Act* to participate in the development, implementation, and review of the Accessibility Plan.

“Accessibility Plan” means the SPS plan, developed in consultation with the Accessibility Advisory Committee to identify, remove and prevent barriers to individuals in or from interacting with SPS.

“Accommodation” means approved exemption from or an adjustment to general policies, procedures and/or facilities for an individual with identified needs. Accommodation procedures will be in accordance with established processes and human rights obligations and to the point of undue hardship.

“Barriers” as defined by the *Accessible BC Act*, means anything that hinders the full and equal participation in society of a person with an impairment. These can be caused by environments, attitudes, practices, policies, communication, or technology.

“Contractor” means a person or persons who has access to SPS premises, as defined in this policy, for the purpose of providing services or supplies to SPS on a contractual basis.

“Disability” as defined in the *Accessible BC Act*, means an inability to participate fully and equally in society as a result of the interaction of an impairment and a barrier.

“Diversity” means the existence and recognition of different perspectives, lived experiences and identities among individuals.

“Employee” means an employee of the Surrey Police Board (including sworn Members and civilian staff).

“Equity” means the fair treatment of individuals by identifying and eliminating inequities and providing support based on individual needs.

“Impairment” means a physical, sensory, mental, intellectual or cognitive impairment, whether permanent, temporary or episodic.

“Inclusion” means an intentional process to create an environment of belonging where individuals feel supported, celebrated, empowered, and treated with dignity and respect.

“Practicum Student” mean students of a program at a recognized education institution who are engaged at SPS premises for study, research, work experience, etc.

“Seconded Personnel” means an employee of another body who is assigned under the leadership of the Chief Constable for a period of time and who is not an Employee of SPS.

“Supervisor” means a Team Leader, Manager, Sergeant, Staff Sergeant, Inspector, Superintendent, Deputy Chief Constable, Chief Constable, and any other person acting in a supervisory capacity who is accountable for a particular area or shift on behalf of SPS.

“Volunteer” means a person serving SPS who is not an Employee, Practicum Student, or Contractor, as defined in this policy, and includes those individuals serving on board(s), commission(s) or committee(s) established by SPS.

“Workplace” means any location where an Employee, Volunteer, practicum student, Contractor, or Seconded Personnel carries out the duties of performing their work; any work-related event or work-related gathering, whether sponsored by the employer or not; or any location travelled to for a work-related reason.

APPENDIX B: REFERENCES

Accessible British Columbia Act, S.B.C. 2021, c.19

BC Provincial Policing Standards, s. 6.1.3 – Promoting Diversity within the Police Force

Canadian Human Rights Act, R.S.C. 1985, c. H-6

Human Rights Code, R.S.B.C. 1996, c. 210