



Port Moody Police Department

Accessibility Plan

2024 - 2027

# Port Moody Police Department Accessibility Plan

## Territorial Acknowledgement

We carry out our business on the ancestral and unceded homelands of the kʷikʷəłəm (Kwkwetlem), səliłwətał (Tsleil-Waututh), xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), qícəy (Katzie), qʷa:n ʔən (Kwantlen), qiqéyt (Qayqayt), and Stó:lō (Sto:lo) Peoples, and extend appreciation for the opportunity to work on this territory.

## Introduction

On June 17, 2021, the Government of British Columbia enacted [the Accessible British Columbia Act \(the Act\)](#), marking a historic milestone as the first provincial accessibility legislation in BC. Creating more accessible communities across BC, the Act's primary objective is to enhance accessibility throughout the province by eliminating barriers and fostering inclusion of individuals with disabilities.

The Act establishes a legal framework for the creation and execution of accessibility standards designed to identify, prevent and eliminate barriers faced by individuals with disabilities in our community. As one of over 750 public-sector organizations mandated by the Act, the Port Moody Police Department (PMPD) has developed an accessibility advisory committee, a three-year accessibility plan, and a means of engaging with the community to better understand what barriers exist to accessing police services in Port Moody.

The Act requires BC municipal police departments to implement the following:

1. An accessibility committee
2. An accessibility plan, and
3. A mechanism for feedback on accessibility.

Port Moody Police Department's Accessibility Plan (the Plan) will guide the advancement of accessibility in our community over the next three years and beyond, following the principles of:

- Inclusion;
- Adaptability;
- Diversity;
- Collaboration;
- Self-determination; and
- Universal design

## Key Terms and Definitions

The terms of accessibility and disability are complex and ever-changing as we grow and develop. Moving from a previous medical model of disability to the current social model, the BC government, defines "accessibility" as follows:

**“Accessibility means that all people can take part in their communities through work, play, and other daily activities.”<sup>1</sup>**

**Barrier:** “Anything that hinders the full and equal participation in society of a person with [a disability]. Barriers can be caused by environments, attitudes, practices, policies, information, communications, or technologies, and affected by intersecting forms of discrimination.”<sup>2</sup>

**Built Environment:** The constructed aspects of physical surroundings, “including homes, communities, schools, workplaces, parks/recreation areas, business areas, roads and green spaces (that can vary) in size from large-scale urban areas to smaller rural developments.”<sup>3</sup> For the purposes of the Plan, the built environment applies to all buildings, including staff-only areas and public-facing areas.

**Disability:** A complex term that is based on a person’s body experiencing barriers created by the environment that prevent a person from fully participating in the community to the greatest extent possible. Many members of the disability community prefer the term disability; however, this is not necessarily the case for everyone and other terms may be preferable for some members of the community.

**Equity:** “Equity is the fair treatment and access to equal opportunity (justice) that allows the unlocking of one’s potential, leading to the further advancement of all peoples. The equity pursuit is about the identification and removal of barriers to ensure the full participation of all people and groups.”<sup>4</sup>

**Inclusion:** “Inclusion is a universal human right and its objective is to accept, welcome, and embrace all people irrespective of race, gender, disability, medical, or other need. Inclusion consists of the efforts and practices to ensure groups or individuals with different backgrounds are culturally and socially accepted and treated equally.”<sup>5</sup>

**Universal Design:** “The design and composition of an environment so that it can be accessed, understood, and used to the greatest extent possible by all people regardless of their age, size, ability or disability.”<sup>6</sup>

**Wayfinding:** “Wayfinding has the function to inform people of the surroundings in the (unfamiliar) built environment, it is important to show information at strategic points to guide people into the right directions. This includes elements like signage, acoustics, illumination, and surface finishes.

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<sup>1</sup> AccessibleBC: B.C.’s Accessibility Plan 2022/23–2024/25. Government of British Columbia, 2022.

<sup>2</sup> Accessible British Columbia Act. Government of British Columbia, 2021.

<sup>3</sup> Healthy Built Environments. Government of British Columbia, 2017.

<sup>4</sup> Inclusion, Diversity, Equity and Accessibility, Canadian Commission for UNESCO, 2021

<sup>5</sup> What is Inclusion? Inclusion Ontario. 2022

<sup>6</sup> Centre for Excellence in Universal Design. National Disability Authority, 2020.

## About the Port Moody Police Department

The Port Moody Police Department, established in 1913, is a community-based police service with a mission to serve and protect, the community of Port Moody, with excellence. The department values include respect, courage, trust, integrity, and accountability, knowing that it is our duty to build relationships and make space to ensure that everyone can belong.

With guidance from the Port Moody Police Board, the PMPD works to provide a safe and engaged community where policing evolves to meet the changing needs of the community while building internal capacity. The Department proudly works to proactively prevent crime, respond to calls and provide excellent service that builds trust and accountability with our community.

## Our Values and our Commitment to Accessibility

The PMPD is committed to advancing accessibility and inclusion for our members, civilian staff members as well as our community as a whole so that those with disabilities can fully and equally participate in the legal processes; accessing PMPD programs and services; and employment processes.

As the cultural and social environment changes, we are continually seeking opportunities to serve the community in a manner that meets them where they are at by using reflective policing practices that, by definition, extracts value from experiences, enabling a greater appreciation and awareness of professional effectiveness, benefiting the community we serve. In partnership with the Tri-Cities Local Immigration Partnership and ResilienceBC, we developed The Anti-Racism Toolkit: How to Report Incidents of Racism pamphlet and guide. Our officers also use “Languages in Motion,” an app which provides smartphone-based language translation in over 200 languages, including American Sign Language (ASL).

We value a respectful workplace and one that treats the community with dignity and respect throughout interactions with the PMPD.

The Port Moody Police Department (PMPD) has developed a comprehensive 3-year Accessibility Plan to align with the mandates set out in the Accessible British Columbia Act. The primary objective of this plan is to identify, eliminate, and prevent accessibility barriers faced by individuals with disabilities when engaging with police services.

## The Purpose of the PMPD Accessibility Plan

The purpose of creating this Accessibility Plan is to:

- Identify, remove and prevent barriers experienced by people with disabilities and those who have additional access needs when interacting with the police department;
- Ensure that the PMPD public safety building is a place where people of all abilities, backgrounds and ages are able to fully access the PMPD;

- Foster a community that recognizes and values the contributions of people with disabilities and collaboratively works to promote accessibility across sectors.

#### The plan focuses on four key areas:

- **Built Environment** - enhancing the physical accessibility of the Public Safety Building through upgrades to parking lots, washrooms, signage, lighting, and other features.
- **Employment** - reducing barriers in recruitment, hiring, and accommodation processes to attract and retain a diverse workforce, including persons with disabilities.
- **Information & Communication Technology** - improving the accessibility of digital and print communications, websites, applications, and other technologies used by the department.
- **Programs & Services** - conducting thorough reviews of existing programs and services to identify and address accessibility gaps, ensuring equitable access for all community members.

#### 2024 Interim Plan - Actions and Recommendations

Over the next three years, PMPD will review ways to implement a range of actions, including:

- Looking at ways of upgrading the physical environment and access to the Public Safety Building including parking lots and building features to improve physical accessibility
- Providing comprehensive accessibility and inclusion training for all staff members
- Developing internal accessible communication tools and platforms, such as website enhancements and providing alternative formats for external communications
- Reviewing and adapting programs and services to better accommodate the needs of persons with disabilities
- Fostering partnerships with community organizations to support inclusive policing practices

By executing this Accessibility Plan, the Port Moody Police Department demonstrates its commitment to creating an inclusive, barrier-free community accessible to all.

#### The Accessibility Advisory Committee

As part of the requirements within Accessible BC Act, the PMPD established the Accessibility Advisory Committee, who have an interest or experience in ensuring the community is accessible and inclusive to all.

The Accessibility Advisory Committee, will oversee the plan's implementation, monitor progress, and incorporate feedback from the disability community to ensure that the Port Moody Police Department's practices continuously elevate accessibility for people of all abilities.

The Committee encourages the community to share their feedback and experience with accessibility and how the department may further inclusion of persons with disabilities in

community policing activities, employment and in receiving services from the Public Safety Building itself.

### Community Feedback and Monitoring the Implementation of the Plan

Accessibility Plan feedback will be evaluated and monitored as this Plan is a living document, designed to respond to the changing needs of our community and members. Progress on our actions will be tracked and reported on to the Police board on an annual basis and the Accessibility Plan will be updated, at minimum every three years, to further address gaps in accessibility within our community.

Your feedback is important to our ongoing efforts. If you have comments, concerns or questions about this phase of our Accessibility Plan, you can share your thoughts by contacting us in a number of ways:

**Email:** [accessibility@portmoodypolice.com](mailto:accessibility@portmoodypolice.com) (Address Line: Accessibility Committee)

**Mail To:**

Port Moody Police Department  
3051 St Johns Street  
Port Moody, BC  
V3H 2C4

Attention to: Accessibility Committee

To request a different way to provide feedback, please contact PMPD by email or mail and we will work with you to accommodate your preferred way to submit feedback.

The Port Moody Police Department staff will read your feedback regarding the area you had trouble accessing. You may get a follow up request from us wanting to understand your experience better. If there are no questions, you may not be contacted.