

The City of Markham Digital Accessibility Statement

More than 355,000 people call Markham home. So do hundreds of corporate head offices and more than 1,500 high tech and life science companies. Founded in the 1790s, Markham is Canada's most diverse community. Markham is committed to ensuring that all residents have full and equal access to digital access.

Accessibility makes it possible for people with all levels of ability to take advantage of everything Markham has to offer. Our goal is to reduce barriers for as many people as possible in the physical environment, customer and digital content. This includes new multilingual services and assistive communication technologies.

The City of Markham is committed to making its services accessible to individuals with disabilities in compliance with the *Accessibility of Ontarians with Disabilities Act, 2005* (AODA).

As part of this objective, the City is committed to ensuring digital accessibility and is pleased to comply with the Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA, the AODA information and communication standard requirements.

To accomplish this, the City has partnered with eSSENTIAL Accessibility to administer the City's digital accessibility program and oversee its governance. eSSENTIAL Accessibility will evaluate and audit the City's digital products on an ongoing basis in accordance with best practices and is supported by a diverse team of accessibility professionals, including users of assistive technologies. The eSSENTIAL Accessibility platform goes beyond minimum compliance requirements by making an [assistive CX technology application](#) available to individuals who have trouble typing, gesturing, moving a mouse, or reading. The application is free to download, and it incorporates tools such as mouse and keyboard replacements, voice recognition, speech enablement, hands-free/touch-free navigation, and more.

The City will monitor information and communication needs that are identified and will consult with people with disabilities to determine appropriate formats and communication supports as required. Information will be provided in a timely manner at no cost to the public.

While the City is working to continually improve the usability of the City's website for people of all abilities, there are some third party areas of the website that are not in the City's direct control, including the IBM bot plugin, social media plugins, share buttons,

etc. If you are having difficulty navigating these sites, please contact the company directly.

Please note that embedded Google maps may exist on the City's website. As embedded Google maps are not fully accessible, a full text explanation of the map's purpose and meaning, as well as addresses are provided as an alternate way of accessing location information.

We want to hear from you. If you encounter any accessibility barriers on the City's digital properties, or need information in an alternate format, please contact the City of Markham Contact Centre at customerservice@markham.ca or 905.477.5530 for assistance.