

Access for Everyone

It's the Law

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act (AODA), which requires that Ontario be an accessible province by 2025. The AODA contains accessibility standards in the following areas:

- ▶ Customer service
- ▶ Information and communications
- ▶ Employment
- ▶ Transportation
- ▶ Built environment

The AODA immediately impacts those with restrictions due to age, mental, physical or intellectual disabilities; however, at some point in time, everyone will require assistance due to a temporary or permanent disability.



The City routinely conducts training with Members of Council, staff, volunteers and suppliers to meet or exceed the standards set out in the AODA.

This training includes workshops and online eLearning Courses covering:

- ▶ New Employee Orientation
- ▶ Diversity & Inclusion
- ▶ Accessible Customer Service
- ▶ Integrated Accessibility
- ▶ Standard Regulation Training
- ▶ Core Corporate Policies Training
- ▶ Respect in the workplace
- ▶ The Ontario Human Rights Code
- ▶ Substance Abuse

Markham also hosts a variety of staff Lunch & Learns, including sessions on:

- ▶ Mental health
- ▶ Deaf culture
- ▶ Autism
- ▶ Languages from around the world



Accessibility Matters

Accessibility is everyone's responsibility. Being inclusive involves considering the needs of all persons with disabilities that are both visible and invisible, seniors, and others who may be excluded.

Because the City is concerned about access for all, they offer multilingual services

Markham information in many languages
Information Markham en plusieurs langues
ਮਾਰਕਮ ਬਾਰੇ ਕਈ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਜਾਣਕਾਰੀ
Informazioni su Markham in molte lingue
萬錦市以多種語言發佈的信息
اطلاعات مارکھام بہ زبانہای مختلف
அநேக மொழிகளில் மார்க்கம் செய்தி
بہت ساری زبانوں میں مارکھم کی معلومات

If you would like more information or to contact the City, please call our Contact Centre.

905-477-5530

WWW.MARKHAM.CA



**MARKHAM'S
ACCESSIBILITY
STRATEGY**



Visible & Invisible

In 2012, approximately 14 per cent of Canadians over the age of 15 —3.8 million individuals—reported having a disability that limited their daily activities.

In Ontario, almost 15.5 per cent of the population over the age of 15 self-identified as a person living with a disability.

It is estimated that 149,500 York Region residents over the age of 15 are currently living with a disability as well (York Region 2015-2019 Multi-Year Accessibility Plan).

Not all disabilities are visible. Barriers can exist for people who:

- ▶ Require a wheeled device, cane or walker
- ▶ Do not see or hear fully
- ▶ Have learning, intellectual or mental disabilities
- ▶ Deal with chronic conditions such as arthritis



Leading the Way – Again

The City of Markham continues to make meeting the needs of people with different abilities a priority. Highlights from recent years include:

- ▶ **Receiving the 2011 Ontario Accessibility Award** from Excellence Canada for meeting and exceeding the requirements of the AODA
- ▶ **Markham Civic Centre Parking Lot Enhancements with Braille** inlaid in sidewalks
- ▶ **The Breathe Better program** for Seniors at risk of disability, created by the City and Markham Stouffville Hospital
- ▶ **Council Chamber Retrofits**
Since 2012, Markham has invested approximately \$600,000 in accessibility retrofits to its facilities



Adapted Programming

- ▶ Art Therapy
- ▶ Adapted Aquatics
- ▶ Drama
- ▶ Healthy Cooking
- ▶ Relationship Course
- ▶ Music Therapy
- ▶ Adapted Social Skills to Independent Living
- ▶ Self Defence

Diversity Action Plan: Everyone Welcome

Internationally recognized plan to enhance inclusion and accessibility for every resident, including creating multilingual services.

Building Markham's Future Together: 2015-2019 Strategic Plan supports the implementation of the Diversity Action Plan through its goal for an Engaged, Diverse and Thriving City.



Advisory Committee on Accessibility

Markham's Advisory Committee on Accessibility has a mandate to improve opportunities for persons with disabilities and reduce and/or eliminate accessibility barriers for all residents.

Committee Meetings are open to the public: 3rd Wednesday of every month except July and August, starting at 4 p.m.

Markham Civic Centre
101 Town Centre Blvd.

The Advisory Committee on Accessibility organizes two events annually:

- ▶ Markham's Accessibility Award for Business and Individuals
- ▶ Accessibility Fair



The Advisory Committee on
ACCESSIBILITY