

# Markham's Accessibility Plan

2020–2023

Access for  
Everyone



## Visible & Invisible



Everyone is impacted by disability. You could be living with one, know someone who is impacted by a disability, or you may acquire a disability as you age.

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 (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



For all of us, supporting a more accessible community is the right thing to do.

The City of Markham is committed to ensuring that residents of all abilities have equal access to municipal services and exceptional customer experiences. Council and City staff work together to continually improve the accessibility of our community, ensuring residents of all abilities experience the same quality of life.

***Building Markham's Future Together: 2020-2023 Strategic Plan supports the implementation of the Diversity Action Plan through its goal for an Engaged, Diverse, Thriving and Vibrant City.***

## 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. It expands the Ontario Disabilities Act (ODA), which only applies to the public sector; whereas AODA is required by the public, private and non-profit sector. To help public, private and non-profit organizations

identify, prevent and remove barriers to accessibility, the AODA contains accessibility standards in the five following areas:

- 1) Customer Service;
- 2) Information and Communications;
- 3) Employment;
- 4) Transportation; and
- 5) Built Environment



### **Who does the AODA impact?**

The AODA immediately impacts those with restrictions due to age, mental, physical or intellectual disabilities; however, the standards outlined in the AODA will affect everyone in one way or another. For example, a sliding door designed for persons with disabilities could also benefit a parent pushing a stroller or someone with their hands full. At some point in time, everyone will require assistance due to a temporary or permanent disability.

**Planning for today ensures a better tomorrow for all.**

## **Leading the Way**

Markham is continuously removing accessibility barriers and recently retrofitted all of its public facilities with new accessibility features, and is committed to citizen inclusion in design, customer service, community engagement and the public realm. Even before the implementation of the AODA, Markham was a leader in meeting the needs of people with disabilities and continues to make great strides.

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:

- **New Employee Orientation**  
Half-day session offered 10 times a year
- **Diversity & Inclusion Training**  
Half-day session offered quarterly for staff  
NEW! Training for resident advisory committees
- **Online eLearning courses**  
E.g. Accessible Customer Service, Integrated Accessibility Standard Regulation Training and Core Corporate Policies Training which covers respect in the workplace, the Ontario Human Rights Code and substance abuse

Markham also hosts a variety of staff Lunch & Learns that educate participants about different aspects of accessibility and diversity. These learning opportunities include topics such as:

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

## Markham's Diversity Action Plan



The City is focused on enhancing diversity and inclusion through its internationally-recognized Diversity Action Plan - Everyone Welcome. This plan was created in consultation with community groups, staff and various specialists. It features stories about the history of Markham, interviews with residents, information about the businesses that have moved to Markham and 68 recommendations that provide a strategic direction for the City. The cover page of this document is embossed with Braille and the inner-front cover displays the word "welcome" in several languages to reflect the City's commitment to inclusion.

## Commitment to Diversity & Inclusion

### Markham's Diversity Statement:

*"The City of Markham's approach to diversity and inclusion includes being committed to building a welcoming, cohesive community that supports dignity, fairness and respectful treatment, fosters productive conversations and invites diverse perspectives and participation."*

The above statement originates from one of the 68 recommendations in the City's Diversity Action Plan. It will be used as a guiding principle in all the City's day-to-day functions, including its internal and external interactions.

All City staff are required to participate in Diversity and Inclusion Training within their first year of employment. In 2015, Markham began training resident committees so those representing the City would understand its commitment to inclusion and appropriate customer service training. As of January 2016, the Race Relations Committee, Accessibility Committee and Youth Council have all received training.

## Accessibility Award

In 2011, Markham received recognition under the Excellence Canada – Ontario Accessibility

Awards program for meeting and exceeding the requirements of the AODA.

## Diversity in Governance Award

In 2013 the City of Markham received the Diversity in Governance award from the Maytree Foundation. Markham City Council adopted a new Board & Committee Appointment policy in support of Markham's commitment to diverse representation on its Boards/Committees. The policy introduced a voluntary diversity survey that applicants were encouraged to complete to measure the diversity of Markham's Boards/Committees and a term limit was added to promote greater turnover of members to allow greater access across the City. Markham was proud to see that more than 80% of those who applied were comfortable self-identifying as a member of a diverse community.

## Advisory Committee on Accessibility

The Markham Advisory Committee on Accessibility is a 13-member committee made up of residents, 50 per cent of whom are people with disabilities, as required under AODA legislation.

The Committee advises Council on improving opportunities for persons with disabilities and reducing and/or eliminating accessibility barriers for all residents. Markham Ward 8 Councillor, Isa Lee, sits on the Committee. One member of the Markham Accessibility Advisory Committee also sits on the York Region Accessibility Committee.



### Markham Advisory Committee on Accessibility

**Back (L to R):** George M. George, Kaushi Ragunathan, Nahid Verma, Barry Martin, Meenu Khanna, Valerie Kitazaki

**Front (L to R):** Rita Lam, Brian Lynch, Councillor Isa Lee, Laura Meffen

**Not pictured:** Robert Hunn, Jewell Lofsky, Anna Giallonardo, Elaine Vollett

### **City Roles on the Advisory Committee**

City of Markham staff support the Committee by providing guidance, information, selecting and interviewing members, and supporting events. In addition to those staff members, subject matter experts from other departments regularly contribute to educating and consulting with the committee.

### **Orientation**

Committee members participate in an orientation that includes overall governance information, conflict of interest, Roberts Rule of Orders, being a municipal committee and diversity training with three scenarios specific to committee work.

There are eight new committee members, recruited to ensure quorum. Another orientation will be given to the entire committee in 2020.

### **Events**

The Committee usually participates in two events, the Accessibility Fair and Accessibility Awards. In the past, the committee used about \$6,000 to participate in the Markham Board of Trade Awards. The committee decided in 2017 to design and run their own accessibility awards. The first Accessibility Awards run by the Committee occurred in 2018 and had six nominations and six winners. In 2019 there were 12 winners. As the award is in its early stages, the Committee is encouraging as much participation as possible.

The Committee has historically held an Accessibility Fair where they have showcased information and tools that would be helpful to people with disabilities and families/supporters of those who have recently acquired a disability. The Committee has tried combining it with other City events to increase traffic. The Committee is investigating other ideas to promote accessibility such as inviting speakers and offering service information. One of their goals is to promote outdoor events to ensure persons with disabilities can build community and not be isolated because they stay inside.

### **2020-2023 Goals: Advisory Committee on Accessibility**

Over the next few years (2020-2023), the Committee will continue to hold an annual Accessibility Award in concert with other City recognitions. Committee Members will select those from business, individual and community groups who have gone above and beyond to ensure access, barrier-free, attitudinal change, and environmental change to support people with disabilities.

The Committee will visit three to four City events annually to review the site for its accessibility, and to share their observations and suggestions with the respective event organizers.

The Committee will be present at select City events with an Accessibility Tent to promote accessibility and to observe the community's perspective on accessibility.

The Committee will also host a flag raising each year, on or around the December 3<sup>rd</sup> timeframe.

### **Budget Update for Advisory Committee on Accessibility**

A portion of the City of Markham's Capital Budget (approximately \$3,000) has been reserved for the Committee for building retrofits, upkeep and maintenance for 2020.

#### **Committee Meetings**

3rd Monday of every month (except July and August), and as required.  
Markham Civic Centre  
101 Town Centre Blvd.  
Starting at 5 PM

#### **Other diversity-focused Committees:**

- Race Relations Committee
- Markham Mayor's Youth Council
- Seniors Committee

## **A Message from the Chair of the Markham Advisory Committee on Accessibility**



My name is Barry Martin and I'm the Chair of the Markham Advisory Committee on Accessibility. The role of the Committee is to advise Council on Accessibility for Ontarian's within The Ontario Disability Act. (AODA).

Establishing a presence and promoting barrier-free living for all is particularly close to me and my family. My journey over the last four years due to a catastrophic event has shown me that the challenges of simple daily tasks can be overwhelming. With the support of the community, along with education and compassion for all of us to have the right to live and thrive in a barrier-free City, is the mandate of every member here on the Committee.

We look forward to collaborating with Markham Council and City staff on transportation, City accessibility, the design of public spaces standards, and developing awareness and encouraging community participation through education, awards and social inclusion.

Yours Truly,  
Barry Martin

## A Message from Councillor Isa Lee



My name is Isa Lee, I am the Councillor for Ward 8. As a City Councillor on the Markham Advisory Committee on Accessibility, I am dedicated to improving accessibility within the City for everyone.

I have always been a strong advocate for improving the quality of life for the visually impaired. I was the past president of the Ontario York Region Heritage Lions Club, and as you may know, one of the service pillars of Lions Clubs International is to serve the blind and visually impaired. To fulfill this mandate, I worked on multiple occasions with the faith-based charitable organization Joy Beyond Vision Community (JBVC), which provides supportive services to visually impaired people. Along with other clubs and groups, we co-organized a Christmas Market, and also volunteered at JBVC's annual Dinner in the Dark event to raise public awareness of the challenges visually impaired people face in their daily activities. Furthermore, Lions Foundation of Canada created a Dog Guide Foundation to raise funds to assist those with a medical or physical disability by providing them with Dog Guides at no cost.

This is a cause that is near and dear to my heart. I believe as a government and as a community, we have to work together to remove or reduce barriers for people with disabilities. I am happy to be a part of this discussion, and am confident that input from this Committee will make a difference for our residents.



# The Inclusion Charter for the City of Markham



The Inclusion Charter for York Region is a community initiative that brings together businesses, community organizations, municipalities, police services, hospitals, school boards, conservation authorities and agencies with a common commitment to create an inclusive environment with equality for all who work, live and play here. Together our organizations share the vision of York Region as a welcoming and inclusive community where diversity is celebrated and where everyone can develop to their full potential, participate freely in society and live with respect, dignity and freedom from discrimination. The Charter reflects an evolving approach in support of existing federal and provincial legislation that promotes human rights and accessibility. By endorsing this Charter we affirm our commitment to Inclusion, whereby all people feel they belong and have access to the same opportunities.

## THE CITY OF MARKHAM

Together with other participating organizations, The City of Markham is committed to taking action to achieve the vision of the Charter in our organization and in the community.

- We support every person's right to be treated in a respectful, dignified and equitable manner
  - We embrace diverse perspectives and constructive conversations
  - Markham will proactively address discrimination to foster a cohesive community where people feel welcome and encouraged to contribute
  - We believe it is essential to continue to learn about and value differences
- Markham will continue to proudly promote inclusion through our Diversity Action Plan and community engagement and hold all staff accountable to provide empathetic, diverse and inclusive service.

Endorsed by:

Frank Scarpitti  
Mayor

Andy Taylor  
Chief Administrative Officer

This 12th day of September, 2018.



Emerging from the work of the [Community Partnership Council](#) chaired by Markham Mayor Frank Scarpitti, the Inclusion Charter model was identified as an effective way to respond positively to rapidly changing demographics and to welcome immigrants. As this idea progressed, the Diversity and Inclusion sub-group added that diversity was inclusive of immigrants and other groups and therefore, the charter was meant to be for everyone.

In 2016, the York Region Municipal Diversity and Inclusion Group (MDIG) was formed to develop the Inclusion Charter.

MDIG is co-chaired by York Region and York Regional Police and includes members from local municipalities, hospitals, school boards, agencies, conservation authorities and the United Way Greater Toronto.

The Inclusion Charter affirms a common commitment to inclusive communities and is designed to be customized by each community partner. Each partner will endorse its own version of the Inclusion Charter and develop unique actions to bring the spirit of the Charter to life within its own organization.

The Inclusion Charter has international support. The United Nations Institute for Training and Research (UNITAR CIFAL Atlanta) recognizes the Inclusion Charter as a leading practice model that communities around the world could use to become more inclusive.

## Programming for Everyone

The City offers high-quality programming to residents of all ages and abilities. To ensure residents with disabilities have access to the same quality programming, Markham offers several adapted programs and workshops to meet their requirements or can make adaptations to non-specialized recreation programs. Some of the City's adapted programs include:

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



At the City of Markham's summer camps, one-on-one support with trained inclusion councilors is available for campers who need assistance. This includes full support for adapted games and feeding, changing and behaviour management, if required.

## Facilities Fit for All

Incorporating accessibility features is a requirement by the City of Markham in public spaces for all new construction and renovations, or buildings that are leased and/or operated by the City. Markham also actively encourages organizations throughout the City to adopt accessible design standards. This reflects Markham's commitment to addressing the needs of our diverse users, including those with or without disabilities to ensure holistic inclusivity.

**Since 2012, Markham has invested approximately \$600,000 in accessibility retrofits to its facilities**

### Markham Pan Am Centre

As the host venue for Para Table Tennis at the 2015 Parapan Am Games, this premiere athletic training facility was designed to exceed accessibility guidelines. Its accessibility features include:

- Accessible washrooms
- Accessible changing areas for both pool and gymnasium areas
- Designated accessible seating in the pool and gymnasium spectator viewing areas
- 21 accessible parking spaces
- Wide hallways
- Sliding front entrance doors
- Automatic doors for all rooms
- Two portable accessibility lifts to enter and exit the pool
- Accommodations for para-swimmers for swim meets with its scoring and timing system
- Accommodations for accessibility needs for various equipment in the Happy Life Fitness Centre
- Lowered front reception desk



### **Cornell Community Centre & Library**

This 154,000 square foot state-of-the-art facility opened its doors to the public in December 2012 and received more than 850,000 visits in 2015. The most unique aspect of Cornell Community Centre and Library is that it is attached to the Markham Stouffville Hospital (MSH). During the planning phases for this facility, MSH and the City of Markham worked diligently to ensure the connected buildings would promote innovative programs to help bridge the gap between treatment and recovery.



In November 2015, the City and MSH launched the Breathe Better program. This new and unique OHIP-covered program provides free exercise classes to help seniors in the community who are at-risk or suffering from Chronic Obstructive Pulmonary Disease (COPD) or Congestive Heart Failure (CHF) stay healthy, active and independent.

### **Multi-Sensory Rooms**



Multi-sensory room at Cornell CC & Library



Multi-sensory room at Aaniin CC & Library

The City of Markham has two multi-sensory rooms; one at Cornell Community Centre & Library and the other at Aaniin Community Centre & Library. These rooms serve as a gentle introduction to relaxation, and provides a quiet corner to manage stress. It's a safe, non-threatening and non-clinical environment, and in the case of Cornell Community Centre & Library, the room is often used by MSH for their Mental Health Outpatient Program. The multi-sensory room environment can be enjoyed by people of all ages and abilities.

## Aaniin Community Centre & Library



In July 2018, the City opened the new Aaniin Community Centre & Library, which was designed with Markham's diverse community in mind. Aaniin [ah-nee] means "hello" or "welcome" in Ojibway. This community centre invites diverse peoples of all backgrounds to collaborate, share knowledge, and celebrate Indigenous tradition and values, including seven grandfather teachings of respect, love, courage, honesty, wisdom, humility and truth.

Aaniin was designed and built to be fully accessible with accessible doors, elevators, a lowered front reception desk, and universal change rooms that feature large cubicles. Aaniin Community Centre also offers adapted swimming programs for participants who require more "hands on" assistance.

### Council Chamber Retrofits

Accessibility equipment for those who are hearing and visually impaired have recently been installed to encourage community engagement for residents of all abilities. Accessibility upgrades to Council Chamber include:

- Wireless headphones for increased audio
- A station for visually impaired individuals to see what is being presented
- Podiums that can be lowered
- Hand rail extensions and safety upgrades at interior stairs and ramps that include non-slip, colour contrasting nosing strips and tactile walking surface indicators

### Main Street Markham Reconstruction

The reconstruction of Main Street Markham from Highway 407 to Major Mackenzie Drive was a key strategic priority for the City. In transforming the area from a vehicular-dominated street to one that better supports commercial activities and pedestrian traffic, improving accessibility was front of mind. The City ensured that accessibility spots were easy to locate, urban Braille was inlaid in sidewalks and sidewalk heights were adjusted where appropriate.

### **Flato Markham Theatre**

Spectators of all abilities are invited to enjoy eclectic and captivating performances at this world-class venue. The theatre also features accessible seating, accessible washrooms, chair lift, hearing devices and ear plugs for audio sensitivity. In 2018, the theatre introduced relaxed performances, which is designed to offer a relaxed atmosphere theatre setting for families with Autism, ADHD and mixed abilities. Attendees are encouraged to make noise, walk around, wear headphones, take breaks, and most importantly, to be themselves!



Che Malambo Diamond Season Performance.

### **Markham Public Libraries**

All of Markham's library branches are equipped with large print and audio book collections for visually impaired visitors. The City's Chief Librarian also sits on the Steering Committee for the Centre for Equitable Library Access (CELA). As a member of the CELA, Markham Public Library is able to provide readers with access to Canadian National Institute for the Blind (CNIB) book collections in a variety of accessible formats.

## Design of Public Spaces

The City's Public Realm Strategy is a plan to ensure that all who live, work and play in Markham share ownership and responsibility, and aspire to create and maintain our great public spaces, while being mindful of the City's Accessibility Design Guidelines.

The City of Markham proactively applies the Accessibility Design Guidelines on all development applications, particularly for new construction and/or redevelopment projects through site plans, subdivision plans, landscape plans, parks planning, and design processes. Markham also actively encourages accessible design standards be implemented by private sector organizations within the City.



## Cadet Program for Teens with Special Needs



2019-2020 MFES Cadets from Markham District High School.

Markham Fire & Emergency Services (MFES) started the first Cadet Program in Ontario for students with special needs. This program allows participants who would not be able to be hired by the fire department to experience all aspects of the work they do. The Cadets spend 10 weeks during the school year learning all roles within the fire service. They are exposed to valuable job-related skills and information such as the reporting structure, professionalism, public speaking, teamwork and punctuality. These skills will be transferable to any other career path they may choose. The intent of the program is not to focus on the fire service and how to put out a fire, but to instead focus on the soft skills associated with a work placement. The program was designed to provide an experience that would be beneficial to each Cadet for the rest of their lives.

## Fire Safety Videos in American Sign Language



A smoke alarm, carbon monoxide alarm, fire extinguisher or home escape plan could save your life. However, people who are deaf or hard of hearing may not be able to depend on traditional equipment or the traditional means of communicating important fire safety information. By expanding the City's fire safety video language library to include American Sign Language (ASL), Markham will continue to strive to better serve its community.



**The City's fire safety videos are offered in eight languages: Cantonese, English, Farsi, Greek, Tamil, Turkish, Russian and now American Sign Language.**

## Accessible Municipal Services

The City provides thousands of high-quality services to the community and is continuously removing barriers to those with disabilities. City staff, Members of Council, committee members and volunteers are all trained on how to provide accessible customer service to ensure the City of Markham meets the varying needs of its customers.



Markham is making municipal services accessible by providing:

- eAccessibility software on the City's website for those who have trouble typing, moving a mouse or reading
- Users from different cultural backgrounds with the opportunity to translate the City's website content using the Google Translate tool
- Municipal services in-person, by telephone or by email with extended service hours on Thursdays
- Telephone services in over 176 languages through Markham's Language Line
- Public documents in alternate formats upon request
- Assisted Waste and Recycling Collection Services for those with temporary and permanent disabilities

## Opening Doors for All

Markham is committed to ensuring that all residents have full and equal access to its facilities, services and information. Accessibility makes it possible for people of all abilities to take advantage of what Markham has to offer. It means removing barriers that could stand in the way of using public buildings and outdoor facilities. It means respecting the needs of our diverse population and communicating in appropriate ways. And it means serving everyone's needs with openness, dignity and courtesy.

## Ongoing Activities

The City considers accessibility in employment, building design and maintenance, programming and services, procurement, internal training, emergency response management, recruitment policies and events on a regular basis.

City staff manage all services — select site reviews come to the Committee. For example, York University at Markham came to share designs and to seek feedback from committee members.

## Markham's AODA Compliance Status

Requirement	Compliance Date	Status
Customer Service Standard Report	2010	Complete
World Wide Web Content Accessibility Guidelines ( <a href="#">WCAG</a> ) 2.0, Level A.	2014	Complete
Integrated Accessibility Standard Regulation (IASR) Compliance Report (focuses on Information and Communication, Employment, Transportation and Public Spaces)	2015	Complete
Documents in accessible formats upon request	2015	Complete
Research concerning accessible transportation in Markham  The City has recommended the creation of a Taxicab Advisory Committee (TAC) that will be made up of all Vehicles for Hire stakeholders, as well as Council representation. TAC will look at a number of issues, including accessible on-demand taxis.	2017	Complete
World Wide Web Consortium Web Content Accessibility Guidelines Level AA	2021	Upcoming

## Completed Requirements

Accessible customer service	Accessibility policies: Customer service and integrated accessibility standard regulation	Accessible information online
Ongoing education in diversity training, new employee orientation (NEO) and staff lunch and learns	Emergency response plans for employees	Transportation
Accessible feedback	New websites to World Wide Consortium Guidelines (WCAG 2.0) Level A*	Employee Accommodation
Accessible formats and communication supports	Design of public spaces in Public Realm	

## Next Steps for Compliance

The City of Markham's website ([markham.ca](http://markham.ca)) is required to comply with World Wide Consortium Guidelines (WCAG 2.0) Level AA by the end of 2021. WCAG is an international standard for making websites and web content accessible to a broader range of users with disabilities.

To date, the website vendor is beginning to generate a report to determine what is compliant and what is not, and to make recommendations.

## Some of Our 2018-2019 Achievements and Update on Activities

<b>Asset Management</b>	2018: Heintzman House \$30,500 to date. Milne Park Washrooms \$4,200 Markham Village Library \$36,000 Sliding Doors Blindsquare Feasibility Study – Civic Centre – waiting for proposal from consultant. 2019: Milliken Mills CC – Adult Change Table \$15,000 Markham Museum – Adult Change Table \$ waiting for quotes –
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	Mt. Joy Soccer Dome – Barrier Free Door \$18,000 – waiting for quotes to be confirmed and awarded.
<b>Sustainability</b>	Retrofit of Glencrest Park: Accessibility swing in new play structure, Ramps and plates in entrances to the park, new bike racks erected Paved pathway through the park connecting Ladyslipper Court to Laureleaf Road Installed a raingarden with trail to increase active transportation within the park
<b>Human Resources</b>	Ongoing accommodation through recruitment for testing and accommodation/ergonomic reviews (approximately 80 annually), return to work, individual plans maintained by Health and Safety Mandatory AODA online training and in class, lunch and learns about persons with disabilities Brochures for staff on Accessible Customer Service Staff sit on Accessibility Committee to support interviews, assessment, events, also provide Sign Language Interpreters for events Gender neutral washrooms promote access for a variety of individuals, staff interpretation list allows staff to share their skills to enhance communication Inclusion Charter that commits to ongoing education and providing respectful, equitable and dignified treatment for all people Basic Q&A provided to Contact Centre to address general accessibility questions from residents
<b>Recreation</b>	2018 Thornhill washroom renovations Accessible multisensory spaces at Cornell for those on the autism spectrum
<b>Library</b>	Select accessible supports: Victor Reader Stratus which allows for playing different formats, Large print keyboards, Browse Aloud software, Downloadable books, multi-lingual books, large print books, 1:1 computer training, extended hours and fine free profile for users with disabilities
<b>Contact Centre</b>	Contact Centre is accessible to residents in various ways: over the phone, in person, via email and Web Chat as well as requests through <a href="http://markham.ca">markham.ca</a> . Language line offers more than 175 languages. Contact Centre also has 14 staff members who are able to assist individuals in their preferred language. Their language skills are also leveraged for bookings at Flato Markham Theatre

	Have commonly asked Q&A's relative to accessibility from Human Resources
<b>Emergency Management Program</b>	Emergency plan, Preparedness guidebook are online in Adobe format <a href="http://markham.ca/areyouready">markham.ca/areyouready</a> for easier use During an emergency, the City would coordinate with the local Community Care Access Centres (CCAC). Our recreation facilities are emergency reception centres, are accessible and have been evaluated by The Canadian Red Cross for suitability.
<b>Corporate Communications</b>	Plain language communication guidelines, Support events and promotion. Working to use an Inclusion lens to ensure events are accessible and welcoming.
<b>Procurement</b>	Included in procurement by law reference made to regulations requiring AODA training by contractors — required in bid documents, stated in general terms and conditions and for every contract, Customer Service and Integrated Accessibility Standards are mentioned and need to be complied with
<b>Fire</b>	Fire provides multilingual support and promotes Fire Safety in American Sign Language (ASL) and other languages. One video example can be <a href="#">found here</a> . Markham Fire & Emergency Services (MFES) started the first Cadet Program in Ontario for students with special needs. Cadets spend 10 weeks during the school year learning all roles within the fire service. The program was designed to provide an experience that would be beneficial to each Cadet for the rest of their lives.
<b>Bylaws</b>	Ongoing research with partners about accessible taxi cabs, licensing requirements, monitoring parking in handicapped parking spots — By laws have been working to build relationship with Uber
<b>Engineering</b>	Continuing to work on Rouge Valley Trail, have completed 15K from 14 <sup>th</sup> to 16 <sup>th</sup> and hope to be completed by the end of the year. As required by AODA, seating/rest spots are approximately every 400 metres, as is reasonable Asphalt has been used where areas are steep to ensure safety for residents



Retrofit of Glencrest Park in Thornhill, featuring a new accessible swing in the park.

## City FAQs

<p><b>Q: What has the City accomplished?</b></p>	<p>A: The City has passed all previous government requirements</p>
<p><b>Q: What is the City legislated to comply with?</b></p>	<p>A: The upcoming requirement is for Website accessibility compliance by the end of 2021</p>
<p><b>Q: What activities are ongoing?</b></p>	<p>A: The City continues to focus on removing barriers to access for persons with disabilities through new programming, design guidelines, ongoing building maintenance, removal of attitudinal barriers through education, inclusive recruitment processes</p>
<p><b>Q: Any additional accessibility legislation?</b></p>	<p>A: On June 21, 2018, the Federal Government introduced Bill C-81 the Accessible Canada Act: An Act to Ensure a Barrier-Free Canada. The Act's stated purpose is to identify, remove and prevent accessibility barriers in areas that fall under federal jurisdiction. On November 27, 2018, Bill C-81 passed unanimously in the House of Commons and is now before the Senate. The government has pledged \$290M over six years towards supporting its implementation.</p>



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## Accessibility Documents Available Online:

- [Customer Service Accessibility Report](#)
- [Access for Everyone – Markham’s Accessibility Strategy](#)
- [Accessible Customer Service Guidelines](#)
- [Accessible Customer Service Policy](#)
- [Accessible Design Guidelines](#)
- [Diversity Action Plan – Everyone Welcome](#)
- [Inclusion Charter](#)

# Accessibility Matters

## It's everyone's responsibility

Questions or Concerns?

customerservice@markham.ca | 905-477-5530

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### Markham information in many languages

Information Markham en plusieurs langues

ਮਾਰਖਮ 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 به زبانهای مختلف

அநேக மொழிகளில் மார்க்கம் செய்தி

بہت ساری زبانوں میں مارکھم کی معلومات

Information available in alternate formats upon request.

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Markham is continually updating multi-year plans to prevent and remove barriers for people with disabilities through the implementation of the AODA and Markham's Diversity Action Plan – Everyone Welcome.

markham.ca

