

Town of Markham

It is commendable that Markham received an award from the Canadian Hearing Society for their customer service to people with hearing loss.

They created an accessible business award in partnership with the Markham Board of Trade, which has been in place for two years. This is a great public awareness initiative promoting accessible businesses in the community.

Markham has committed to make their publications available in accessible formats, upon request, which is in advance of the requirements under the Integrated Accessibility Standards under the Accessibility for Ontarians with Disabilities Act (AODA).

They also produced a booklet for specifically training Board and committee members, and other volunteers with many practical tips on how to interact with people with disabilities.

Markham recently implemented a \$3-million accessibility infrastructure grant from all three levels of government to provide accessibility upgrades to its ten most frequently used facilities. Upgrades include automatic door openers, accessible counters and universal accessible washrooms.

Moreover, Markham has a Diversity Action Plan passed by Council in 2010 called Everyone Welcome. The Diversity Action Plan has various recommendations to improve the quality of life of people with disabilities, including purchasing accessibility tools in Markham libraries and ensuring that Markham's website is accessible to people with disabilities. Members of Markham's accessibility committee were essential to the recommendations and success of the plan.

<http://www.markham.ca/wps/portal/Markham/AboutMarkham/Diversity/>