

Annual Multi Year Accessibility Plan Report

City of Guelph

Date: 2019

Introduction

The Province of Ontario asks, "What is accessibility?" To them: "It simply means giving people of all abilities opportunities to participate fully in everyday life." For the City of Guelph, accessibility also means everyone can equally benefit. From designing what we build, how we approach policies and programs, to improving the customer experience. We take into account and value the diversity of Guelph as a community; a more equitable approach.

Achievements

Day to day work to identify barriers as department plan and implement process continues, however updating the corporate websites and public-facing documents is the current focus related to the Multi Year Accessibility Plan (MYAP). The requirement is to have web content published after January 1, 2012, accessible by January 1, 2021. Further, public-facing documents, such as mailings through to door hangers will be made accessible and include a statement inviting people to request the information in a format that removes an accessibility-related barrier for them.

Challenges and Improvements

Employee and volunteer training on how to comply with the AODA, notably the Information and Communication requirements is currently being offered, however the landscape of accessibility is changing. To ensure that the corporation follows the accessibility needs in our community, additional training opportunities will be developed.

Conclusion

As we plan to implement the MYAP over the coming year, we know that web and document accessibility will continue to be a main focus, however several renovations are in the planning stage and to begin building in the next year, as well the City is looking at expanding its format to gain accessibility-related feedback from the public.

For an accessible version of this document, questions or feedback, please contact accessibility@guelph.ca or 519-822-1260 or TTY 519-826-9771