



York Region Accessibility Policy – A Summary

York Region is committed to meeting the accessibility needs of people with disabilities in a timely and proactive manner and will use reasonable efforts to provide equitable access to Regional programs, goods, services and facilities in a way that respects a person's dignity and independence.

The following summary highlights how York Region achieves and maintains accessibility by meeting the requirements of the accessibility standards under the *Accessibility for Ontarians with Disabilities Act, 2005* (AODA).

- The [Accessibility Policy](#) is an overarching policy for the requirements of the accessibility standards developed under the AODA
- Establish, implement, maintain and document a multi-year accessibility plan in accordance with the AODA
- Where possible, incorporate accessibility criteria and features when procuring and acquiring goods, services, facilities and self-service kiosks
- Everyone to whom this policy applies will be trained in accordance with the regulations under the AODA
- Receive and provide feedback in an accessible manner to people with disabilities by providing or arranging for the provision of accessible formats or communication supports upon request
- Provide accessible formats or communication supports for people with disabilities in consultation with the person making the request, in a timely manner and taking into account the person's accessibility needs
- All internet websites and web content controlled directly or through a contractual agreement with the Region will conform to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA
- Ensure an accessible work environment for all employees across the employment life cycle in accordance with the regulation and existing requirements under the *Ontario Human Rights Code*
- Provide accessible public transportation services through both conventional and specialized transit services
- Incorporate accessibility features when building new, or making planned significant alterations to existing, Region-controlled public spaces
- Provide excellent customer service to people of all abilities in a manner that respects a person's dignity and independence

It is the responsibility of all staff, students, volunteers and agents who provide goods, services and facilities on our behalf to be familiar with the policies, practices and procedures of the York Region Accessibility Policy.

This is a summary only.

Please refer to the York Region [Accessibility Policy](#) for details.

To view the policy and for more information and resources on the *Accessibility for Ontarians with Disabilities Act, 2005* visit york.ca/accessibility