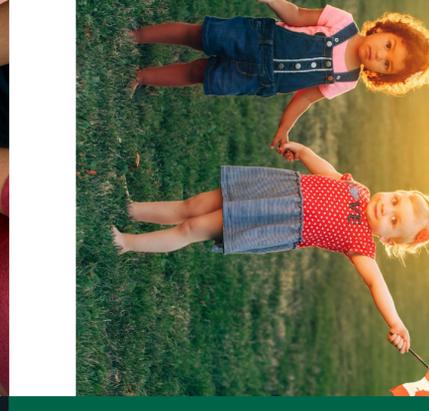
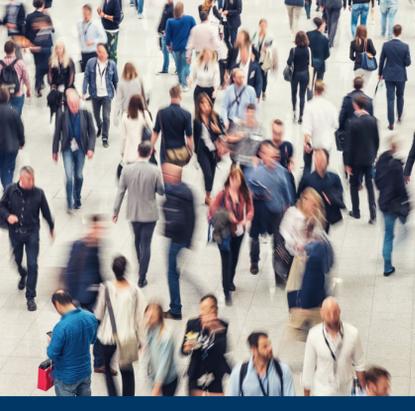


THE CITY OF VAUGHAN

The City of Vaughan is one of first truly accessible cities in Canada. From an accessible website, redesigned taxi services, to an innovative path system that allows visitors with vision challenges to navigate City Hall using an electric cane, Bluetooth technology and audio feedback, the city is dedicated to eliminating accessibility barriers.



Population over 325,000
Incorporated in 1991, Vaughan was the first city in the York Region

Multicultural community where 99 different languages are spoken

45% of the population is comprised of immigrants and visible minorities account for 27%

DISABILITY BY THE NUMBERS

Approximately **1 in 7 Ontarians** would benefit from organizations being disability-friendly

2.1 million Canadians 15 or older are at risk of facing physical or communication barriers

8 in 10 people with disabilities have chosen not to give them business to a service provider because of barriers; poor web accessibility is one reason cited.



THE GOAL



To become a leader in Canada by being a truly accessible city. To reach their goal, the City of Vaughan focused on:



Accessible transportation



Accessible public places



Improved access to healthcare



Accessible website

In order to make their website accessible, the City of Vaughan did the following:



Ensured it complies with AODA standards



Placed the eSSential Accessibility interactive icon on their homepage



Offered web visitors with physical disabilities a free assistive technology app



Created a customized channel for people with disabilities that highlights the programs and services offered by the city

The benefits of offering Assistive Technology on the website:



Provides reasonable accommodation for visitors with physical disabilities



Makes the city's digital presence inclusive and welcoming to residents and visitors alike



Allows the City of Vaughan to become a leader



“Our goal is that when people think of an accessible city, Vaughan will be the first one that comes to mind. We want to be leaders.”

— Warren Rupnarain, Accessibility and Diversity Coordinator

1 Source: <https://ontariononprofitnetwork.onefireplace.org/event-1771751>
 2 Source: <https://www.thestar.com/news/canada/2016/08/27/blind-mp-to-draft-canadas-first-national-accessibility-law.html>
 3 Source: The Evidence; Business Disability Forum