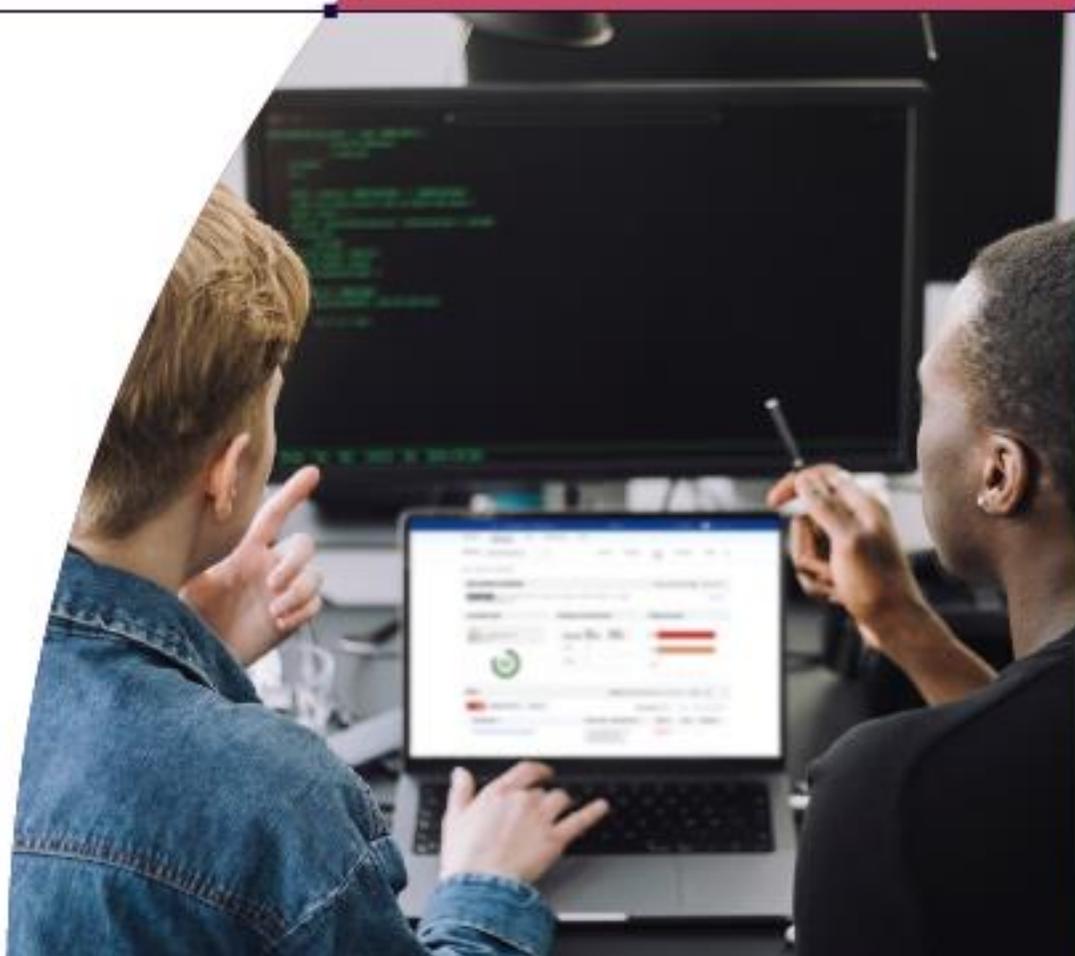


# Digital Accessibility Statement



# [The City of Markham Digital Accessibility Statement](#)

## Our Policy & Commitment

At The City of Markham, we are committed to accessibility, diversity, and inclusion. As part of that commitment, we are making efforts to ensure that The City of Markham's digital properties are accessible to all individuals, regardless of ability. In doing so, The City of Markham has a goal to comply with applicable accessibility standards included in the [W3C's WCAG 2.1 Level AA](#) guidelines and regulations including the [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and [Ontario Regulation 413/12](#) Integrated Accessibility Standards. The City of Markham is also renewing its Multi-Year Accessibility Plan ([MYAP 2024-2029](#)).

## Digital Accessibility Statement

We are working to ensure our websites and online services are accessible for all and are committed to following the W3C [Web Content Accessibility Guidelines](#). We are also firmly dedicated to complying with regulations such as [the Accessibility for Ontarians with Disabilities Act \(AODA\)](#) and other applicable web accessibility laws in Canada.

To accomplish this, we have [partnered with Level Access](#) to leverage their digital accessibility platform and 25 years of experience to achieve and sustain conformance to accessibility standards. Their digital accessibility platform is used to evaluate our digital properties in accordance with best practices and is supported by a diverse team of accessibility professionals, including users with disabilities.

Through this partnership, The City of Markham continues to develop our digital accessibility program and capabilities so that we are designing, developing, and testing our websites and online services for conformance to accessibility standards.

## Contact

We want to hear from you. If you would like further information about The City of Markham's accessibility efforts, have other accessibility questions or feedback, or encounter accessibility barriers on our digital properties, please contact: [customerservice@markham.ca](mailto:customerservice@markham.ca) or 905-477-5530

Last updated: 2025-06-01