

Procedure

Accessibility for People with Disabilities

This procedure falls under the Accessibility for People with Disabilities Policy C602A

Program Impacted	Social Support <i>Edmontonians have what they need to succeed.</i> Positive Employee Experience <i>The City of Edmonton's employees are safe and supported to achieve their aspirations and deliver excellent services.</i>
Approved By	City Manager
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Next Scheduled Review	2029

To be an accessible city, the City of Edmonton:

- Engages with people with visible and invisible disabilities, disability organizations and bodies to identify barriers they experience when accessing City services, programs, practices and spaces.
- Consults employees to understand barriers that employees with disabilities experience in the workplace.
- Engages with employees to understand the challenges in advancing accessibility in their work.
- Creates, implements and monitors Corporate Accessibility Plans, incorporating department accessibility actions to address barriers and challenges.
- Applies Canadian accessibility best practices along with the resources listed in this procedure, to its programs, services, practices, developments and spaces.
- Incorporates accessibility needs throughout the continuum of the planning, development, and building processes.

Requirements

1. Roles and responsibilities for implementing the Accessibility for People with Disabilities Policy

- The City Manager champions the Council Policy by:
 - Fostering a culture of providing equitable access and considering accessibility needs as an underlying principle of City operations throughout all lines of business.
 - Delegating the implementation of the Council Policy to Deputy City Managers through application of the Council Policy in the delivery of City services and the development and implementation of accessibility actions.
 - Assigning responsibility to facilitate the development of the Corporate Accessibility Plan to the Corporate Accessibility Committee.
 - Approving the Corporate Accessibility Plan, monitoring progress and ensuring successful implementation.
- Executive Sponsors champion the Council Policy by providing guidance and strategic direction to the Corporate Accessibility Committee.
- Deputy City Managers champion the Council Policy within their department by:
 - Ensuring staff are aware of the Council Policy and its intent.
 - Incorporating the application of the Council Policy into department services.
 - Establishing department accessibility committees and allocating resources to develop, implement and evaluate accessibility actions.
 - Approving accessibility actions and monitoring progress to ensure successful implementation.
 - Incorporating costs associated with implementation of accessibility actions into capital and operating budget requests.
- The Corporate Accessibility Committee facilitates implementation of the Policy by:
 - Working with subject matter experts to develop consistent approaches, tools and training to advance accessibility for people with disabilities.
 - Conducting public and staff engagement to identify and understand barriers.

- Providing guidance to department accessibility committees to develop accessibility actions
- Developing, implementing and evaluating corporate accessibility actions.
- Creating the four-year Corporate Accessibility Plan by incorporating department and corporate accessibility actions.
- Reporting progress to the City Manager and publishing annual reports.
- Department Accessibility Committees implement the Council Policy by:
 - Developing, implementing and evaluating department accessibility actions to remove barriers to accessibility.
 - Incorporating specific metrics and Key Performance Indicators (KPI) to measure progress of the actions.
 - Reporting progress to Deputy City Manager.
 - Sharing updates with the Corporate Accessibility Committee for incorporation into progress reports.

2. Employees, in their day-to-day work, should reference and follow:

- [Access Design Guide](#) in the City's planning, designing and building of infrastructure either owned or occupied by the City of Edmonton.
- Public Accommodations Framework when addressing requests by members of the general public for accommodations in relation to their use of City programs, services or spaces.
- Corporate Guideline for Service Dogs when addressing questions, concerns or developing business area specific policies or procedures related to service dogs.
- The Accessibility standards set by the [Web Content Accessibility Guidelines](#) (WCAG) 2.0 Level AA for City of Edmonton internet website and web content.
- Accessibility Requirements for City communication, visual design and multimedia production. Further details are outlined in the Corporate Brand Guidelines and [Visual Identity Standards](#).
- Standard Operating Procedure for Reasonable Accommodation in Recruitment when processing reasonable accommodation requests from candidates in the recruitment process.
- Accessible Communications Guide when coordinating alternate communication services for individuals who are Deaf, Hard of Hearing or DeafBlind.

- Any additional guides and processes developed at the corporate, department and branch level as the implementation of the Accessibility for People with Disabilities Policy and this Procedure proceeds.

Definitions

Unless otherwise specified, words used in this procedure have the same meaning as defined in the [City Administration Bylaw 16620](#) and the Accessibility for People with Disabilities Policy C602.

Barriers:

- Attitudinal barriers are behaviours, perceptions, and assumptions that discriminate against persons with disabilities. These barriers often emerge from a lack of understanding, which can lead people to ignore, to judge, or have misconceptions about a person with a disability.
- Communication or informational barriers occur when sensory disabilities, such as hearing, seeing, or learning disabilities, have not been considered. These barriers relate to both the sending and receiving of information.
- Physical barriers are obstacles that make it difficult for some to easily access a place. These include elements of buildings or outdoor spaces that create barriers to persons with disabilities.
- Systemic barriers are policies, procedures, or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. Systemic barriers are often put into place unintentionally.
- Technology barriers occur when a device or technological platform is not accessible to its intended audience and cannot be used with an assistive device. Technology can enhance the user experience, but it can also create unintentional barriers for some users. Technology barriers are often related to communication and informational barriers.

Corporate Accessibility Plan: A four-year plan that defines the accessibility actions to meet the intent of the Accessibility for People with Disabilities Policy. Accessibility actions that contribute to the Corporate Accessibility Plan are developed, implemented and evaluated at the department level.

Universal Design principles are founded on the philosophy that accessibility is a fundamental condition of good design. An environment, program, service, engagement, communication, and technology that is accessible, usable, convenient and a pleasure to use, benefits everyone. The seven principles are:

- Equitable Use - useful and marketable to people with diverse abilities.
- Flexibility in Use - accommodates a wide range of individual preferences and abilities.
- Simple and Intuitive Use - easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.

- Perceptible Information - communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
- Tolerance for Error - minimizes hazards and the adverse consequences of accidental or unintended actions.
- Low Physical Effort - can be used efficiently and comfortably with minimal fatigue.
- Size and Space for Approach and Use - Appropriate size and space is provided for approach, reach, manipulation, and use.

References

The following are legislative and administrative references relevant to this administrative procedure:

- edmonton.ca/accessibility
- [City of Edmonton's Access Design Guide](#)
- Public Accommodations Framework (Internal)
- Corporate Guideline for Service Dogs (Internal)
- Accessible Communications Guide (Internal)
- [CNIB's Clear Print Accessibility Guidelines](#)
- City of Edmonton Corporate Brand Guidelines (Internal)
- [City of Edmonton's Digital Style Guide](#)
- Reasonable Accommodation in Recruitment - Standard Operating Procedure (Internal)