

# Accessibility Compliance Plan Update

City Manager's Office  
Strategic Communications & Initiatives  
Digital Strategy & Experience  
April 7, 2025



# Integrated Accessibility Standard Regulation

Under the Accessibility for Ontarians with Disability Act

- 1 General requirements
- 2 Customer service
- 3 Information and communications
- 4 Employment
- 5 Design of public spaces
- 6 Transportation

## Accessibility compliance reporting



- Public-sector organizations submit accessibility compliance reports every two (2) years
- In 2023, the City of Mississauga reported non-compliance for the first time
- Provincial compliance plans:
  - In 2023, the City submitted the first plan
  - In 2025, the City reported on progress and submitted an updated plan

# Information & Communications Standard

Requirement	Description	Compliant
Feedback	Provide accessible formats and communications supports, upon request	✓
Emergency plans or public safety information	Provide in an accessible format or with appropriate communication supports, upon request	✓
Accessible websites and web content	Meet the Web Content Accessibility Guidelines 2.0 Level AA by January 1, 2021	✗
Public libraries	Provide access to accessible materials where they exist	✓

## Accessible website



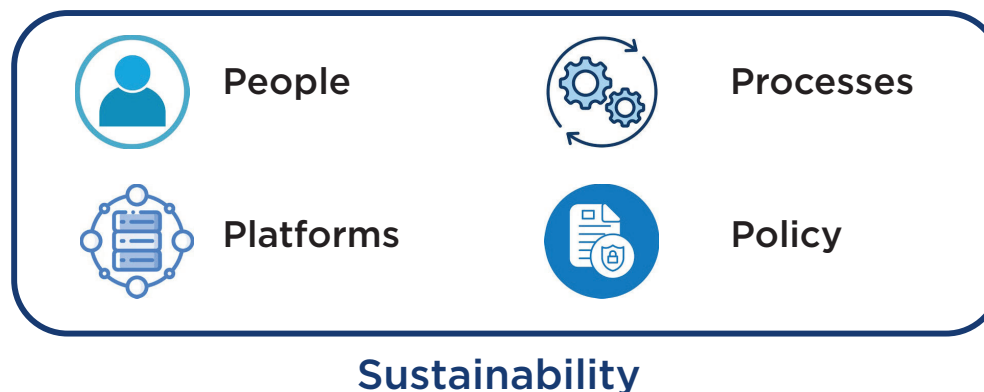
- **Better Connected (2018)**  
Developed a plan for people-centred digital services
- **New Mississauga.ca website (2020)**  
Launched an accessible, customer-focused, clear, easy to use and responsive design
- **Mississauga.ca improvements**  
On-going compliance monitoring and user experience and accessibility enhancements

# Web content compliance



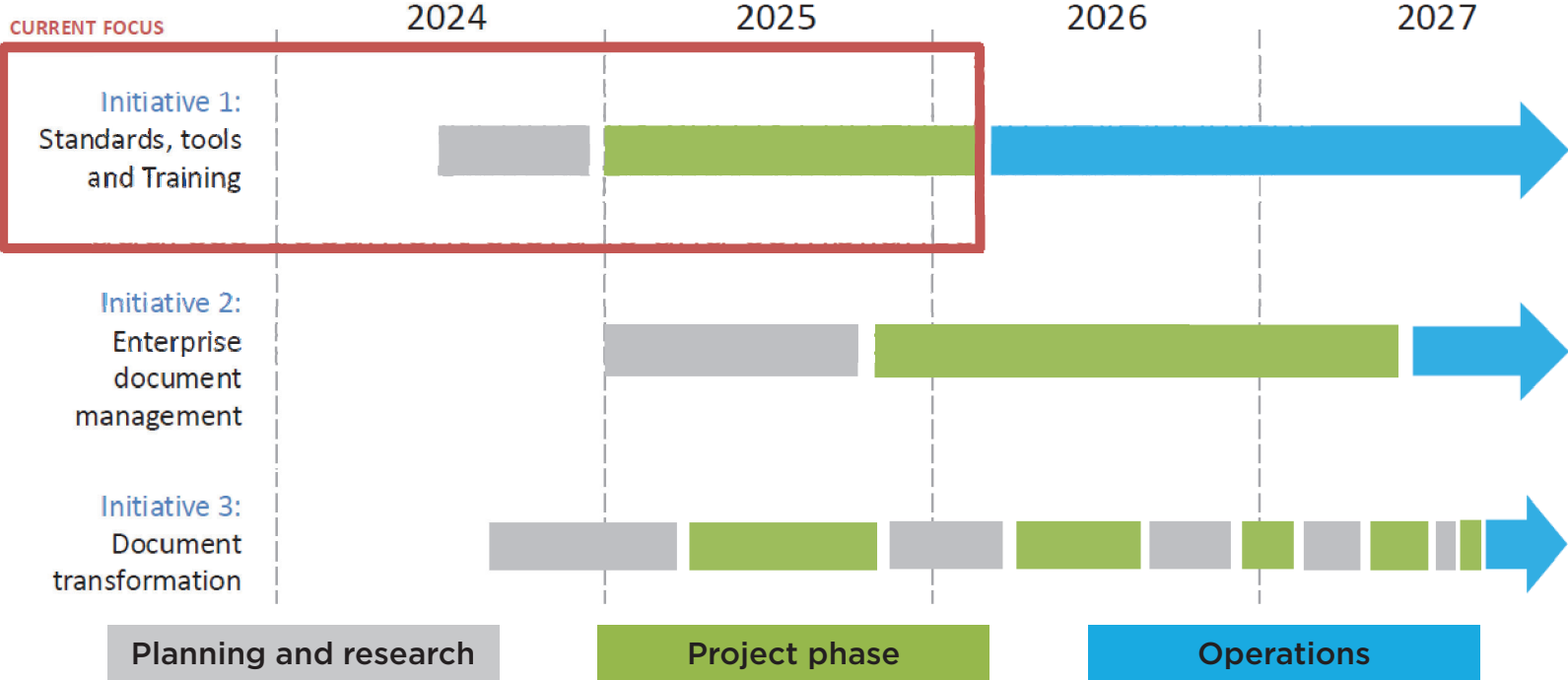
# Accessible Document Program

A transformative enterprise-wide effort to change how we work – and how we think – about accessibility.



Funding request through the budget and business planning cycle is required to fully implement and sustain the program.

# Project framework





**Thank you**