

Durham Region Compliance Report 2025

General

The Region of Durham is committed to the removal of barriers through several initiatives including a review and updating of the Region's Accessibility Policy, our statement of commitment to accessibility and publication of annual accessibility reports on the Region's websites. The Region's Accessible Web Publishing Policy (2017) is posted on our internal website. The Diversity Equity and Inclusion and Strategic Initiatives Divisions collaborated on a strategic framework through engagement with community focus groups, Durham Region Police, and Durham Region Transit to guide the development of the 2026–2030 Multi-Year Accessibility Plan. The 2026-2030 MYAP will be posted on both internal and external websites in 2026. Printed copies and/or electronic copies of all annual Accessibility Reports and Plans are provided to community organizations and members of the public.

Records are kept of all mandatory staff and volunteer corporate accessibility training on AODA, IASR, human rights and customer service standards. The DEI Division hosted two accessibility focused conferences this year; *Fostering an Accessible and Inclusive Durham Region: Employment and Beyond* in partnership with the Abilities Centre and the first Durham Region Disability Employment Conference in partnership with Ontario Tech and the Town of Whitby.

Information and Communications

The Region's Accessibility Policy outlines how staff and residents can provide feedback on accessibility barriers. There are external and internal links to our feedback form on the Region's websites. Feedback is also received through phone calls, email, mail and in-person. The Region has an ongoing commitment to meet the guidelines of WCAG 2.0 Level AA. This includes training for staff on creating accessible documents and web content. Resources and accessibility checklists for staff and vendors have been created. Our IT department is continuously working with our third-party service provider, GHD, to resolve issues identified and increase the accessibility of our website. A list can be provided if needed.

We provide emergency procedures, plans, or public safety information to the public in accessible formats upon request. Information on how to request an alternate format is available on our external and internal websites and stated on all documents for our programs and services. ASL support is available at the front counter of the Region's headquarters and interpreter services are utilized on computer devices and iPads for residents when required.

Employment

The Region informs all employees of our accessible employment practices. This includes our Medical Accommodation Policy, Equity Informed Hiring Toolkit, Employment Orientation Policy and other policies pertaining to providing accommodations. Our recruitment process includes information on our websites on how to request accommodations and the types of accommodation available. Where needed and upon request, employees who have a disability will work with their manager to co-create their accommodation plan and emergency response plan. Individualized workplace emergency response information is reviewed. With the employee's consent, the workplace emergency response plan will be provided to the person designated who will assist that employee during an emergency. If additional expert advice is required, employees and managers can consult the Region's Abilities Team or Accessibility Team. Information will only be shared with employee's consent. Recommendations relating to equitable and accessible employment from the Region's 2023 Equity Audit are being implemented. Please see the Summary Report here: [Durham Region Equity Audit: Summary Report](#)

Transportation

Durham Region Transit (DRT) staff are provided mandatory cyclical accessibility training to educate staff on different types of disabilities, OnDemand service and the Hidden Disabilities Sunflower program. All new DRT staff receive training on a bus reviewing wheelchair securement and overview of how to communicate and respond to the unique needs of individuals with disabilities. Customer Policies are posted for the public on the DRT website which include Travelling with On Demand and Specialized Transit, Eligibility for Specialized Transit, and Support Persons. DRT has also developed and published the Emergency Preparedness and Response Policies.

Further information can be found on the Durham Region Transit website:

<https://www.durhamregiontransit.com/en/fares-and-passes/support-person-card.aspx>

Social Equity Guidelines are posted on the DRT website: here:

<https://www.durhamregiontransit.com/en/travelling-with-us/social-equity-guidelines.aspx#Persons-with-disabilities>.

General safety tips are posted here: [Safety and Travel Tips - Durham Region Transit](#).

DRT has implemented the Hidden Disabilities Sunflower Program across the transit network. Please see website: ([Supporting people with non-apparent disabilities \(CA\)](#))

Customer Service

The Region's Accessibility Policy is posted on our internal and external websites and available in an alternate accessible format upon request. The Region makes reasonable

efforts to ensure that these policies are consistent with the key principles of independence, dignity, integration and equality of opportunity. Mandatory training on accessible customer service is provided to all new staff.

The Region will work with persons with disabilities to determine what method of communication works for them. Where an accessible format or communication support cannot be provided, a mutual agreement will be made with the person making the request to provide accommodation in another manner. MyDurham 311 has implemented the Hidden Disabilities Sunflower Program across their services. Notice of Service Disruptions are posted in numerous ways, depending on the type of disruption. Examples are signage at the location, on the Region's website as well as through our social media channels.

Design of Public Spaces

Continuous accessibility improvements are incorporated into all new public spaces and significant alterations are being made to ensure we meet AODA standards. These accessibility elements are included each year through the budget process to incorporate accessible design, criteria and features when procuring or acquiring goods, services or facilities. Notice of Service Disruptions are publicized using numerous formats, depending on the type of disruption. Examples are signage at the location, on the Region's website and through our social media channels.

The Accessibility Advisory Committee (AAC) and/or the AAC Site Plan review sub-committee are consistently consulted for their review and input on projects. All new builds are designed in accordance with the Durham Region Design Standards which go above and beyond the AODA. The Region's Workplace Modernization Project team has done extensive reviews of sites across the region and are using lead practices to exceed the AODA requirements in many areas.