Strategic Pillar 5: Accessible Communications and Technology

Advancements in technology continue to transform how people with disabilities access information and engage in community dialogue. Information and communication methods in accessible formats, including non-digital formats, that provide variety and choice are fundamental to enhance access to information. When people with disabilities are able to access information, they are better able to determine which opportunities, programs and services meet their needs and interests, and better communicate what their needs are to more fully participate.

Recommended Actions

5.1 Review the City's Corporate Communications and Marketing standards, such as the Editorial Style Guide and Graphic Standards Manual, through the lens of accessible communications best practices to identify opportunities to increase access to information for people with disabilities. ~ Short-term

5.2 Develop standards to ensure emergency and time-sensitive information communicated by the City is accessible and considers the needs of people with disabilities. ~ Short-term

5.3 Continue to remove barriers to accessing information on the City and Library websites by incorporating current accessibility standards. ~ Ongoing

5.4 Conduct an audit of technology platforms, such as LetsTalkRichmond.ca and the MyRichmond app, to identify accessibility barriers and explore potential improvements to align with accessibility standards and best practices. ~ Long-term

5.5 Develop tools, resources and guidelines to increase capacity of staff to advance accessible communication practices in a variety of formats that enable all community members to readily access information and increase awareness of community opportunities and initiatives. ~ Ongoing