



Accessibility Feedback Form

The City of Vaughan is committed to treating all people in a way that allows them to maintain their dignity and independence. Help us understand the barriers people face when accessing the City's services.

We want to know the specific barriers people with disabilities face when they are trying to:

- access any City of Vaughan program, building or information.
- receive a service or support from the City of Vaughan.

Please make sure to include:

- what you were trying to access or accomplish.
- where the barrier is and what happened.
- any ideas, recommendations or questions you have.

Accessibility Feedback

- I am describing a barrier that I experienced.
- I am describing a barrier someone else experienced.

Please select the barrier(s) encountered.

Attitudinal

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.

Organizational or systemic

Organizational or systemic barriers are policies, procedures or practices that unfairly discriminate and can prevent individuals from participating fully in a situation. Organizational or systemic barriers are often put into place unintentionally.

Architectural or physical

Architectural or physical barriers are elements of buildings or outdoor spaces that create barriers to persons with disabilities. These barriers relate to elements such as the design of a building's stairs or doorways, the layout of rooms or the width of halls and sidewalks.



Information or communications

Information or communications 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.

Technological

Technological 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. Technological barriers are often related to information and communications barriers.

Please identify the location (if applicable).

What feedback do you have about accessibility and any barrier you or someone else experienced?

You can also include what you think the City of Vaughan could do to improve inclusion and accessibility with respect to the experience.



How will my privacy be protected?

The questions in the feedback survey are optional. They are there to help you provide us with information about barriers. You can share as much or as little as you want.

The City of Vaughan (the City) adheres to the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) regarding both access to City held information and the privacy and protection of City held personal information. The City is committed to the protection of personal information that may be collected, used and disclosed by the City and when visiting the City's website in accordance with the requirements of MFIPPA. The privacy of our users is important to us and we appreciate your trust. By visiting vaughan.ca, you are accepting the practices described in this Privacy Statement.

Collection of Personal Information

When personal information is collected directly on vaughan.ca, we make an effort to include a link to this Privacy Statement on that page. You may choose not to provide certain information, however, such choice may restrict your ability to take advantage of that or other features.

The City collects personal information to deliver services to our residents and to conduct City business. In most cases, you will receive written notice for any collections of personal information done on behalf of the City at the time the information is collected.