Administration Standard

Title:	**Web and Digital Services Accessibility**
Effective Date:	**2026 November 02**
Responsible Business Unit:	**Marketing & Communications, Information Technology**

1. PURPOSE

1.1 This Administration standard will be followed when designing, developing, updating, or procuring Digital Services and Online Information;

1.2 Following this standard will ensure Digital Services and Online Information are more accessible to everyone; and

1.3 This standard is aligned with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA and Authoring Tool Accessibility Guidelines (ATAG) 2.0 Part B.

2. APPLICABILITY

2.1 This Administration standard applies to all City of Calgary Employees except the Calgary Police Services, Calgary Housing Company, and City Auditor's Office.

3. STANDARD

3.1 Employees will perform the following to be in compliance:

a) Evaluate Digital Services and Online Information for Web and Digital Services Accessibility by coordinating with subject matter experts or using approved Web and Digital Services Accessibility evaluation tools to make recommendations and submit them to the Dept ID Owner; and

b) Document the decision and rationale provided by the Dept ID Owner or their delegates on presented recommendations.

3.2 Dept ID Owners or their delegates will review and decide on recommendations, with plans to address any issues following evaluations of Digital Services and Online Information.

3.3 The Web and Digital Services Policy Team will:

a) Administer and maintain this standard; and

b) Make recommendations and updates to the Web and Digital Services Accessibility standard.

4. DEFINITIONS

4.1 In this Administration standard:

a) **Authoring Tool** means the software used to create digital content, including but not limited to, Enterprise Content Management Systems (CMS) and microblogging mobile apps;

b) **Dept ID Owner** means an individual at The City of Calgary who has the authority and responsibility to manage people and budget within a specific department;

c) **Digital Content** means the content that presents in digital format, including but not limited to, web pages, images, digital documents, streaming videos, and forms;

d) **Digital Service** means any technology or digital content that a user interacts with to receive a service, including but not limited to, websites, digital applications, digital products, videos, audios, digital documents such as PDF files, social media, email communications, digital kiosks, and Extended Reality;

e) **Employee** means any person employed by The City and reporting to a City of Calgary business unit, department, the Office of the Chief Administrative Officer, the Office of the Chief Operating Officer, the Office of The Mayor, the City Auditor's Office, the Calgary Housing Company, and the Calgary Police Service, including those working under an employment contract with The City;

f) **Extended Reality** means technologies that merge or simulate real and virtual environments, including virtual reality, augmented reality, and mixed reality;

g) **Online Information** means content, communication, or knowledge that is hosted, published, or transmitted through a City Digital Service and is intended for internal or external User consumption, and is classified as ISC: Unrestricted in accordance with The City's Information Security Classification standard;

h) **User** means a person who interacts with a Digital Service or consumes Online Information from The City of Calgary – whether or not the information was created specifically for them;

i) **Web and Digital Services Accessibility** means identifying, removing, and preventing barriers so people with disabilities can equitably access, understand, navigate, interact with, and use Digital Services, Online Information, and technologies; and

j) **Web and Digital Services Policy Team** means team members assigned by the Responsible Business Unit Directors to maintain the Web and Digital Services policy and standards.

5. ASSOCIATED GOVERNANCE

5.1 This Administration standard outlines requirements in support of the *Web and Digital Services policy.* Consequences of non-compliance with this standard are as outlined in the *Web and Digital Services policy*.

5.2 This Administration standard is established in accordance with:

a) *Calgary Corporate Accessibility policy (CSP003),* which describes The City's aim to eliminate discrimination against individuals with disabilities and to accommodate

disabled persons in accordance with legislation and with the concept of human dignity and empowerment for all;

b) The *World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG) 2.2*, which provides internationally recognized technical standards to make digital content accessible to people with disabilities and formally adopted as an international standard under ISO/IEC 40500 (*Information technology – WCAG 2.2*); and

c) *Authoring Tool Accessibility Guidelines (ATAG) 2.0 Part B,* which provides guidance for authoring tools to support the creation of accessible digital content.

6. HISTORY

Action	Date	Approval	Description
New	2026 Nov 02	Director/Chief Communications Officer, Marketing & Communications and Chief Information Technology Officer, Information Technology	New standard developed to support the new Web and Digital Services policy.