

Accessibility Benefits Everyone campaign: Frequently asked questions

What is the Accessibility Benefits Everyone campaign?

This community awareness campaign encourages anyone in Durham Region who wants to build accessibility into customer service at every level. It highlights that accessibility helps everyone, not only people with disabilities.

What does accessibility mean?

Accessibility means creating spaces, programs, services and interactions that people of all abilities can use comfortably and with dignity. This includes physical access, clear communication, respectful interactions and flexible customer service. Many accessibility improvements are simple.

Who is the campaign for?

The campaign is for:

- Anyone in Durham Region who wants to promote accessibility.
- People who provide goods or services.

Who can get an Accessibility Benefits Everyone decal?

Anyone in Durham Region can request a decal.

Displaying the decal is voluntary and available to anyone who wants to show their commitment to accessibility and inclusion.

How does the decal support accessibility awareness?

- Demonstrates your commitment to serving people of all abilities
- Shows your support for accessibility and inclusion
- Builds advocacy for accessibility in the community
- Promotes welcoming and inclusive practices
- Promotes community engagement
- Strengthens community trust and positive relationships with diverse customer groups.

How do I request a decal?

Email: accessibility@durham.ca

Phone: 311, extension 2009

Website: durham.ca/accessibility

What if I have a concern?

If possible, start by speaking with the person, business or organization directly. Many issues can be resolved through conversation.

If a concern is serious, ongoing, or unresolved, contact the Region:

Email: accessibility@durham.ca

Phone: 311, extension 2009

This process does not replace legal, regulatory or human-rights complaint options.

Grants and Supports

Funding programs may be available to help businesses improve accessibility, including:

- Town of Whitby's Accessibility Improvement Grant. For more information, visit whitby.ca.
- Government of Canada's [Enabling Accessibility Fund \(EAF\)](#)
- Ontario's [Enhancing Access to Spaces for Everyone \(EASE\)](#) grant.

Learn more at <https://www.durham.ca/doing-business/funding-resources/>