

Highlights of Existing Services

Communication

- The Assessment & Taxation branch offers different ways to notify and communicate (311, Internet, in person, email) and in multiple formats upon request
- Live-streams are provided for media availabilities with sign language interpreters

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Communication

- All current in-house videos we produce have closed captions for both internal and external audiences
- Online surveys & Edmonton Insight Community provides accessibility 24/7 anywhere

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Communication

- In order to support as many visitors as possible and allow all users (including those with visual impairments or physical disabilities) to access our websites, the sites have been developed according to recognised accessibility standards set down by the World Wide Web Consortium

Highlights of Existing Services

Communication

- 311 has TTY service for deaf and hard of hearing citizens. 311 also has an interpreter service with 220+ languages
- Cantalk is available in our call centre for citizens to use if they don't speak English. Hearing Loop technology is available in the Edmonton Service Centre as well as some rooms in the Edmonton Tower Meeting Centre