

Ontario's Digital Service Standard — Mandatory Inclusive-Design Cards and Disabled-User Testing

Digital Inclusion · Good practice · Canada

Quality score: 72/100

Evidence strength: Strong

Summary

Since 2021, Ontario's Digital Service Standard has made testing with disabled people — screen readers, 400% zoom, automated and manual checks — mandatory for every government digital service, backed by public Inclusive Design Cards covering five accessibility themes.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-23

[Ontario Digital Service, Government of Ontario](#) — accessed 2026-08-23

[Ontario Digital Service Standard](#) — accessed 2026-08-23

[Ontario Inclusive Design Cards](#) — accessed 2026-08-23

[eCampusOntario accessibility toolkit \(independent corroboration\)](#) — accessed 2026-08-23

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