

## Accessible Formats & Communication Support

When requested, Community Living Thunder Bay will provide information and communications in an accessible manner to people with disabilities.

Accessible formats are alternatives to standard print, and communication supports are ways to help communication between people.

Community Living Thunder Bay will ensure that all types of below mentioned information will be provided in accessible format, upon request

- Emergency and Public Safety Information
- Feedback Process
- Employee Information
- Other Public Information

When a request is received, Community Living Thunder Bay will consult with the person to determine their accessibility needs. CLTB will determine the most appropriate accessible format or communication support depending on the accessibility needs of the person and the capability of the organization to deliver.

Accessible formats and communication supports will be provided in a timely manner and at a cost that is not more than the regular costs charged to other people.

Examples of alternate formats and communication supports are:

- Reading written information to a person directly
- Large print
- Text transcripts of audio or visual information
- Handwritten notes instead of spoken word
- Information written in plain language
- An electronic document formatted to be accessible for use with a screen reader