Community Living Toronto (CLTO, we, our, us) is committed to providing services, information, and spaces that are **fully accessible** to people of all abilities. We support the inclusion, dignity, independence, and equal opportunity of people with disabilities.

This Accessibility page explains **how to request accessible formats, give feedback, and access accommodations** when interacting with CLTO online, by phone, and in person.

Need this page in an accessible format? We can provide **large print**, **plain language**, **audio**, and **accessible PDF** on request.

1) Our Accessibility Commitment

- We follow the **Accessibility for Ontarians with Disabilities Act (AODA)** and its standards.

- We aim to meet **WCAG 2.1 Level AA** for web content and digital communications.

- We design our programs and communications to be accessible, inclusive, and barrier free.

- We train our staff and volunteers on accessible communication, and inclusion.

2) Accessible Feedback Process

We welcome feedback about accessibility at CLTO: what worked well, what barriers you faced, and ideas for improvement. You can share feedback anonymously or include your contact details if you want a response.

Send accessibility feedback or requests for accessible formats:

- **Email:** contactus@cltoronto.ca

- **Phone: 647.426.3220**

- **Mail:** Community Living Toronto, 20 Spadina Road, Toronto, Ontario M5R 2S7

- **In person:** Visit any CLTO location: ask for a supervisor or manager

We will acknowledge feedback and let you know what actions we can take. Your privacy will be respected. We aim to respond **within 10 business days**.

3) Requesting Accessible Formats and Communication Supports

We provide or arrange **accessible formats and communication supports** on request for information we control, including:

- Program information and forms

- Event materials

- Policies and public documents

- Digital content (PDFs, Word docs, videos, social assets)

Examples include: **large print, plain language, accessible PDF, audio/MP3, captions, transcripts, high-contrast files,** and **ASL interpretation** (with reasonable notice).

How to request:
Contact us using any method above and tell us:

1. The document or information you need

2. Your preferred format or support

3. Your timeline or deadline

We will consult with you to meet your needs and provide the format **in a timely manner and at no cost**.

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4) Using Assistive Devices, Service Animals, and Support Persons

- **Assistive devices:** You may use personal assistive devices (e.g., mobility aids, communication devices) when accessing CLTO services.

- **Service animals:** Welcome in public areas of our sites unless prohibited by law. Staff may ask if the animal is a service animal if it's not obvious.

- **Support persons:** Welcome. If a fee applies to a ticketed event, we will communicate any **reduced or waived fees** for support persons in advance.

If you need help using our equipment (e.g., lift, assistive listening), please ask a staff member.

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5) Notice of Temporary Service Disruptions

If there is a **temporary disruption** to facilities or services used by people with disabilities (e.g., elevator, ramp, automatic door, accessible washroom), we will:

- Post **clear notices** at the location and on our website

- Share the **reason for the disruption, expected duration,** and **alternate options**, where available

- Provide contact information for assistance

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6) Accessible Communications

We strive for clear, inclusive communication:

- Plain language and logical headings

- High-contrast colours and readable font sizes

- Captioned videos and transcripts where possible

- Descriptive link text (no "click here")

- Alt text for meaningful images

- Avoiding PDFs unless they are made **fully accessible** (and offering HTML or DOCX alternatives)

If anything on our website is not accessible to you, please contact us (see **Accessible Feedback Process**) and we'll provide the information in a format that works for you.

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7) Digital Accessibility (Web, Documents, and Media)

We aim to meet **WCAG 2.1 AA** for:

- Web pages and navigation

- Downloadable documents (PDF, Word)

- Images and graphics (with alt text)

- Video and audio (captions, transcripts, described video as needed)

- Forms and interactive tools (keyboard accessibility, labels, error messages)

We continuously improve our site through testing, remediation, and staff training.

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8) Employment Accessibility

CLTO provides accessible employment practices, including:

- Notifying applicants that **accommodations are available** during recruitment

- Providing accessible formats and supports for candidates during interviews and assessments

- Individual accommodation plans and return-to-work processes

- Accessible workplace information and emergency response plans

For job postings or recruitment accommodations, contact: **careers@cltoronto.ca**

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9) Public Safety & Emergency Information

On request, we will provide **publicly available emergency information** in accessible formats (e.g., evacuation routes, alerts). For on site needs, we develop **individualized emergency response information** for employees who require it.

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10) Procurement and Design of Public Spaces

We work to include accessibility criteria when **buying goods/services** and when **designing, building, or redeveloping public spaces**, including:

- Entrances, ramps, and accessible routes

- Waiting areas and counters

- Signage and wayfinding

- Parking where applicable

If accessibility features are not practicable, we will document why and consider alternatives.

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11) Training

We provide training to employees, volunteers, and third parties who interact with the public or develop CLTO communications, including:

- AODA Customer Service and IASR

- Accessible communication and document design

- How to interact with people who use assistive devices, service animals, or support persons

- How to respond to accessibility feedback and requests

Training is provided during onboarding and refreshed periodically or when policies change.

12) Multi-Year Accessibility Plan

CLTO maintains a **Multi-Year Accessibility Plan** that:

- Identifies barriers and actions to remove them

- Tracks progress toward AODA compliance

- Is reviewed and updated at least every five years

- Is available in accessible formats on request

Read our Multi-Year Accessibility Plan: Coming soon

13) Privacy

Accessibility requests and feedback may include personal information. We handle this information according to our **Privacy Policy** and limit access to those who need to respond.

Read our Privacy Policy: https://cltoronto.ca/wp-content/uploads/2012/03/Privacy-Principles.pdf (Update coming soon)

14) Contact Us (Accessibility)

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Accessibility at CLTO

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We can provide this page in alternative formats upon request.