

Domain #4

Accessibility & Minimizing Barriers

 **Pursuing Excellence,**
Stepping into the future with pride!

4.1

Policies and procedures demonstrate the organization's commitment to compliance with accessibility legislation, regulation, and requirements.

- a. environment
- b. buildings
- c. transportation
- d. finances
- e. information
- f. communication
- g. attitude

4.2

Accessibility considerations, factors, and barriers are assessed, and accommodations are made when developing services sites.

4.5

The organization conducts a regular, formal accessibility assessment that identifies, mitigates, prevents, and removes (where possible) accessibility barriers for all stakeholders. This accessibility assessment includes:

- a. seeking out and including feedback from internal stakeholders
- b. identifying trends and other key learnings
- c. identifying action steps
- d. implementing an accessibility plan
- e. formally evaluating the effectiveness of actions taken
- f. sharing results with internal stakeholders

4.3

Technological devices and applications are explored for communication and service delivery.

4.4

The organization demonstrates a commitment to providing services that minimize barriers to service users in the following areas: