# ACCESSIBILITY – Statement of Commitment

Cheshire is committed to providing an accessible environment in which all individuals have equal access to Cheshire’s services and programs in a way that respects the dignity and independence of persons with disabilities. This includes creating and fostering an inclusive environment that is considerate and accommodating for all individuals, including people with disabilities. We will continue to prevent barriers by designing inclusive and supportive positive attitudes and preventing attitudes which devalue and limit the potential of persons with disabilities.

Cheshire supports the goals of the Accessibility for Ontarians with Disabilities Act (AODA) and will establish policies, practices and procedures which are consistent with the accessibility standards established under the AODA, including accessible customer service, information and communication, employment , the built environment and transportation.

Cheshire will strive to ensure that its policies, practices and procedures are consistent with the following core principles as outlined in the AODA.

**Dignity** – goods and services are provided in a manner that is respectful to persons with a disability and does not diminish the person’s importance.

**Independence** – Accommodating a person’s disability means respecting their right to do for themselves and to choose the way they wish to receive goods and services.

**Integration** – Wherever possible, services will be provided in a manner that enables people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers. This may require alternative formats and flexible approaches. It means inclusiveness and full participation. This is a fundamental human right.

**Equal Opportunity** – Service is provided to persons with disabilities in a way that their opportunity to access goods and services is equal to that given to others.

**Related Policies, Procedures and Forms**

Agency #1-140 Accessible Customer Service

Multi-Year Accessibility Plan