



Alternate Means of Communication (Accessible Formats)

Centre In The Square will communicate with its customers in whatever way is most useful to them. To this end, CITS will attempt to have accessible formats of all pertinent documents and information available upon request.

These formats include but are not limited to:

- Large Print
- High Contrast
- Electronic Formats

CITS uses a variety of ways, wherever possible, to make communications more accessible by:

- Using plain language to make a document easier to read for people with certain learning disabilities.
- Handwriting or typing information back and forth for patrons with hearing impairments.
- Reading information to our visually impaired patrons, as required.
- Providing commonly used information in printed format, on our websites and on our telephone lines.
- Providing assistive listening systems to the patrons at our shows and events.
- Informing patrons who are accessing information on our website and who may be experiencing some difficulties reading the information in its current size to use Control + or Command + to make the information appear in a larger version.

In the future, Centre In The Square will assess the need for the following means of communication:

- American Sign Language (ASL) and related technologies
- Braille