

# Accessibility Statement for tnss.ca

Toronto North Support Services is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone, and applying the relevant accessibility standards.

## Measures to support accessibility

Toronto North Support Services takes the following measures to ensure accessibility of tnss.ca:

- Include accessibility throughout our internal policies.
- Provide continual accessibility training for our staff.

## Conformance status

The [Web Content Accessibility Guidelines \(WCAG\)](#) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. tnss.ca is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

## Feedback

We welcome your feedback on the accessibility of tnss.ca. Please let us know if you encounter accessibility barriers on tnss.ca:

- Phone: 416-499-5969
- E-mail: [info@tnss.ca](mailto:info@tnss.ca)
- Visitor address: 2-132 Railside Rd.
- Postal address: North York ON, M3A 1A3

We try to respond to feedback within 2 business days.

## Compatibility with browsers and assistive technology

tnss.ca is designed to be compatible with the following assistive technologies:

- Maximize compatibility with current and future user agents, including assistive technologies.

## Technical specifications

Accessibility of tnss.ca relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

- HTML
- JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

## Limitations and alternatives

Despite our best efforts to ensure accessibility of tnss.ca, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for tnss.ca:

1. **Create content that can be presented in different ways (for example simpler layout) without losing information or structure:**because . We monitor user comments and will respond within 2 business days. Please provide feedback .

## Assessment approach

Toronto North Support Services assessed the accessibility of tnss.ca by the following approaches:

- Self-evaluation