

CWP Policy and Procedure Manual

Program: CWP General Policy and Procedures	Section: 2-10.1
Subject: Universal Accessibility Policy	Effective Date: 7/1/16

Universal Accessibility Policy

WIOA Section (107)(d)(7)

CWP is committed to the principle that all job seekers have equal access to and opportunity within the One-Stop/American Job Center system. This principle shall guide the design and implementation of service delivery in order to maximize the physical and programmatic accessibility for all job seekers. Our goal is to encourage and facilitate the inclusion of all job seekers equally with a welcoming and comprehensive service delivery system that maximizes employment opportunities for all.

CWP and contractors will, whenever possible, apply Universal Design Principles to service locations and materials for the benefit of all customers and comply with the following laws and regulations regarding fair, uniform access to services for all job seekers.

Universal Design Principles

- 1. Equitable Use:** The design is useful and marketable to people with diverse abilities.
- 2. Flexibility in Use:** The design accommodates a wide range of individual preferences and abilities.
- 3. Simple and Intuitive Use:** Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
- 4. Perceptible Information:** The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
- 5. Tolerance for Error:** The design minimizes hazards and the adverse consequences of accidental or unintended actions.
- 6. Low Physical Effort:** The design can be used efficiently and comfortably and with a minimum of fatigue.
- 7. Size and Space for Approach and Use:** Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.