

CASE is committed to offering a welcoming learning environment. In this light, diversity, equity, and inclusion, are central to all we do.

We consistently strive to eliminate barriers to participation and collaborate with learners to offer accommodations that best suit their needs. We view our commitment to inclusion as an ongoing, iterative process informed by best practices, emerging innovations, and the learners we serve.

Our commitment involves:

1. Designing courses based on the principles of universal design learning (UDL).

We strive to offer **multiple means of engagement** by clearly outlining course expectations and learning objectives; making learning relevant by connecting to real work situations; providing ongoing feedback from instructors; creating opportunities for collaboration; and offering checklists, rating scales, or rubrics with complex assignments.

We strive to offer **multiple means of representation** through the use of video and audio files; the provision of American Sign Language interpretation and closed captioning on all primary videos; the use of images, icons, symbols and diagrams to facilitate connections; and the provision of accessible PDFs or alternative formats.

We strive to offer **multiple means of action and expression** by chunking assignments; offering opportunities for reflection; offering choice in assessment; and providing learning aids such as project planning templates.

2. Working collaboratively with the learner to determine the best accommodation plan

The learner is the expert of their disability. Adult learners who experience disability have learned how to successfully navigate many environments and have acquired important information about how they can best participate in and contribute to a collaborative learning environment. A discussion around needs, accessibility features, and accommodations can be arranged prior to starting a course, or at any point during your involvement with our courses, by reaching out the CASE Director of Learning and Development, Belinda Deenik (belinda@supportedemployment.ca).

3. Ongoing evaluation and continuous quality improvement

We are committed to learning how to do it better! All of our learners are pivotal partners in this journey. Your success and your feedback about your learning experience help shape our future offerings.