



Accessibility

Our Commitment to Inclusion and Access

The **Chicago Commission on Human Relations (CCHR)**, as the City's civil rights agency, is committed to ensuring that all individuals—regardless of ability—can fully engage with and benefit from our services and information. We believe in fostering equity, treating all individuals with dignity, and actively working to eliminate barriers to participation in our work.

Serving Individuals with Disabilities

CCHR strives to provide an inclusive and supportive environment for people with disabilities by:

- **Ensuring Equal Opportunity:** We do not discriminate against qualified individuals with disabilities in our hiring, employment practices, investigations, or activities. Equal access is integral to our mission.
- **Accessible Complaint Process:** We make every effort to ensure our complaint and investigation processes are accessible. Reasonable accommodations are available based on disability, language needs, or protected class.
- **Inclusive Communication:** We offer a range of aids and services to ensure clear and effective communication. These include providing sign language interpreters and making our materials available in large print and posting the accessibility icon on our website.
- **Ongoing Staff Development:** Our staff is trained in disability sensitivity, reasonable accommodations, and the use of assistive technology to better serve the community.
- **Partnering for Progress:** We collaborate with the **Mayor's Office for People with Disabilities (MOPD)** and other accessibility experts to meet community needs and improve service delivery.



Language Access Support

CCHR acknowledges that language differences can limit access. To ensure meaningful engagement, we offer free translation and interpretation support, and we work with community organizations to address communication barriers and cultural sensitivity.

Digital Accessibility

We are committed to enhancing the usability and accessibility of our website. Our digital content is developed with accessibility best practices in mind to ensure that all users, including those with disabilities, can navigate our online resources effectively.

Need Assistance?

If you encounter difficulty accessing our services or website, please contact us at **CCHR@cityofchicago.org** or visit our help page. Describe the issue and include the URL or specific content you need assistance with.

CCHR is dedicated to continuous improvement and welcomes public input on how we can make our services more accessible to all.

For additional assistance and information, please visit the **City of Chicago's Mayor's Office for People with Disabilities**.