Accessibility Plan- CNIH College

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Message from the CEO

The Canadian National Institute of Health (CNIH) is committed to meeting its current and ongoing obligations under the Ontario Human Rights Code respecting non-discrimination. CNIH understands that obligations under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and its accessibility standards do not substitute or limit its obligations under the Ontario Human Rights Code or obligations to people with disabilities under any other law. CNIH is committed to complying with both the Ontario Human Rights Code and the AODA. CNIH is committed to excellence in serving all customers including people with disabilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Introduction

In accordance with our organizational obligations under the AODA, Integrated Accessibility Standards Regulation (O. Reg. 191/11, s. 4 (1) (2)), the College has prepared this multi-year plan which contains the deliverables and activities that will be worked on over the year. At CNIH, we are committed to making accessibility throughout the organization a reality and all employees of the college have a role in creating an accessible and inclusive college. CNIH is committed to excellence in serving all customers including people with disabilities. Our plan outlines goals and initiatives that reaffirm CNIH's commitment to creating an accessible campus and advancing efforts in supporting the values and contributions of people with disabilities.

CNIH is committed to the identification, removal and prevention of accessibility barriers. By doing so, CNIH will provide an accessible environment in which employees and visitors with disabilities can access CNIH's goods and services and facilities, in a way that meets their individual needs. CNIH is equally committed to supporting employees through advice, policies, tools, and resources that promote an inclusive workplace and deliver accessible goods, services and facilities. Our accessible customer service policies are consistent with the principles of independence, dignity, integration and equality of opportunity for people with disabilities.

Section One: Past Achievements to Remove and Prevent Barriers

Customer Service

CNIH is in full compliance with the Customer Service Standard. This means that we will provide goods and services to people with disabilities with the same high quality and timeliness as others. Service disruptions that could impact a person with a disability are communicated via email, on the phone, and in person when applicable. Disruptions that have been posted include such things as notification of elevators out of service, renovations to washrooms to improve accessibility, and changes in hours of service due to scheduling. Training new employees on how to provide accessible customer services to clients with disabilities continues. CNIH has purchased a microphone and a receiver to assist with students who have hearing disabilities, to aid in their studies. As well, for Faculty that need assistance with their vocal abilities to teach, speakers have been installed in the classroom. Our new service counters, with signage, readily serve and assist people with disabilities.

In 2016, we purchased a "Phonak Roger Easy Pen" which was a wireless microphone worn by instructors along with a customized receiver which plugged into the student's hearing aid for a DMS student. The microphone pen is used to help people with hearing loss understand speech in loud noise over distance, which was programmed specific for a DMS a student hearing device.

Since 2017, students have requested audiobooks. CNIH reached out to Elsevier Sales Rep. who informed the campus that audiobooks were not available, but the text to voice software can be used by a student with a disability to listen to the textbook. A link was sent from Kurzweil Education at: https://www.kurzweiledu.com/default.html where the students can download their software. The campus also made a formal request directly to the publisher on behalf of anyone with a disability and they sent a PDF version of the textbook.

Customer feedback can be submitted via email, on the phone or in person utilizing the AODA Feedback form, or the Satisfaction Survey. Any feedback the college needs relay to persons with disabilities can be done so through their choice of communication, being fax, phone, written, or Microsoft Word, or html. All feedback from the college is completed in a timely manner.

Information and Communications

The College continues to anticipate the impact of what the Information and Communication standards will have, and the way in which we communicate and share information. A number of proactive measures will be taken. The College's website is continuously updated. As well, CNIH will launch its portal to share, distribute, and collect in important information for all employees.

Employment

In anticipation of the requirements emerging from the Employment Standards, the College is in the process of developing an Emergency Information and Evacuation Guide for Employees with Disabilities. This guide provides employees with disabilities, and their managers, information they need to develop individual emergency evacuation plans. Upon request, employees with disabilities will receive a one-on-one orientation session focused on emergency preparedness.

Addressing a requirement of the AODA Accessibility Standards

Provide accessible formats and communication supports on request.

Actions	Resources	Responsibility	Completion Date
Develop and implement a policy that documents be created in a structured electronic format to allow for easier conversion to accessible formats		Office Manager	January 2021
Assess how and what information we make available to public. Create an online link for Customer feedback		Student Services	January 2021

	Resources	Responsibility	Completion Date
Develop a process for responding to requests for supports and services		Office Manager	December 2020
Develop accessible alternatives to telephone systems for people who have hearing loss		Office Manager	January 2021

Customer Service Barrier: Transactions (financial) that are to be in-person shuts out customers with physical disabilities who have difficulty accessing the campus.

Actions	Resources	Responsibility	Completion Date
Investigate alternative options and impacts		Office Manager	February 2021
Examine on-line, telephone, and other delivery possibilities		Student Services	February 2021
Post a notice of revised policy in reception area		Student Services	February 2021

For More Information

For more information on this accessibility plan, please contact James Kesalssy at

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Your website and social media addresses: www.cnih.ca

Standard and accessible formats of this document are free on request from Shanie Mohammed at smohammed@cnih.ca