

## **Accessibility Policy**

### **Providing goods, services or facilities to people with disabilities**

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.

### **Assistive devices**

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

If applicable, CNIH will ensure staff is trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods, services or facilities.

### **Communication**

We will communicate with people with disabilities in ways that take into account their disability. We will work with the person with a disability to determine what method of communication works for them.

### **Service animals**

We welcome people with disabilities and their service animals. Service animals are allowed on parts of our premises that are open to the public.

When we cannot easily identify that an animal is a service animal, our staff may ask a person to provide documentation (template, letter or form) from a regulated health professional that confirms the person needs the service animal for reasons relating to their disability.

A service animal can be easily identified through visual indicators, such as when it wears a harness or a vest, or when it helps the person perform certain tasks.

If service animals are prohibited by another law, we will do the following to ensure people with disabilities can access our goods, services or facilities:

- explain why the animal is excluded
- discuss with the customer another way of providing goods, services or facilities

### **Support persons**

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises.

In certain cases, CNIH might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, CNIH will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

### **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities CNIH will notify customers promptly. This clearly posted notice will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or services, if available.

Services/Facilities include: CNIH College and the CNIH Dental Hygiene Clinic.

The notice will be made publicly available in the following ways:

Main Reception area of the College and Clinic Reception area

## **Training**

CNIH will provide accessible customer service training to:

- all employees and volunteers
- anyone involved in developing our policies
- anyone who provides goods, services or facilities to customers on our behalf. Staff will be trained on accessible customer service within the first month of being hired.

Training will include:

- purpose of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- how to interact and communicate with people with various types of disabilities · how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person
- what to do if a person with a disability is having difficulty in accessing CNIH's goods, services or facilities

## **Feedback process**

CNIH welcomes feedback on how we provide accessible customer service. Customer feedback will help us identify barriers and respond to concerns.

Customers will be notified of how to provide feedback in the following ways:

Submit concerns in writing to Student Services/Main Reception and/or Clinic Reception Area

Customers who wish to provide feedback on the way CNIH provides goods, services or facilities to people with disabilities can provide feedback in the following way(s):

Submit concerns in writing to Student Services/Main Reception and/or Clinic Reception

(through survey, or feedback form)

Both forms are accessible on the CNIH website (<https://www.cnih.ca/clinic/>)

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Area All feedback, including complaints, will be handled in the following manner:

Feedback will be directed to the Campus Director or Clinical Coordinator (if applicable). Customers can expect to hear back in 5 business days.

CNIH will make sure the feedback process is accessible to people with disabilities by providing or

arranging for accessible formats and communication supports, on request.

### **Notice of availability of documents**

CNIH will notify the public that documents related to accessible customer service, are available upon request by posting a notice in the following location(s):

Student Services/Main Reception and Clinic Reception Area

CNIH will provide this document in an accessible format or with communication support, on request. We will consult with the person making the request to determine the suitability of the format or communication support. We will provide the accessible format in a timely manner and, at no additional cost.

### **Information and Communications**

CNIH has a process for receiving and responding to feedback and the process is accessible to persons with disabilities upon request. We communicate with people with disabilities in ways that take into account their disability. When asked, we will provide information about our organization and its services, including public safety information, in accessible formats or with communication supports:

- a) in a timely manner, taking into account the person's accessibility needs due to disability; and
- b) at a cost that is no more than the regular cost charged to other persons.

CNIH will consult with the person making the request in determining the suitability of an accessible format or communication support. If the organization determines that information or communications are unconvertible, the organization shall provide the requestor with:

- a) an explanation as to why the information or communications are unconvertible; and
- b) a summary of the unconvertible information or communications.

We notify the public about the availability of accessible formats and communication supports on our website, [www.cnih.ca](http://www.cnih.ca). All inquiries can be sent to [studentservices@cnih.ca](mailto:studentservices@cnih.ca).

We will also meet internationally-recognized Web Content Accessibility Guidelines (WCAG) 2.0 Level AA website requirements in accordance with Ontario's accessibility laws.

### **Employment/Workplaces**

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request. We consult with the applicants and provide or arrange for suitable accommodation. We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment. We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that take into account an employee's accessibility needs due to a disability. We will consult with employees when arranging for the provision of suitable

accommodation in a manner that takes into account the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed in order to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Where needed, we will also provide customized emergency information to help an employee with a disability during an emergency. With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency. We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability. We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

We have a written process to develop individual accommodation plans for employees.

We have a written process for employees who have been absent from work due to a disability and require disability-related accommodations in order to return to work.

Our performance management, career development and redeployment processes take into account the accessibility needs of all employees.

### **Modifications to this or other policies**

Any policies of CNIH that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.