



## Accessible Information and Communication

### **Students**

The College provides information, learning material, and student records in an accessible format. For onsite learning, we provide "Lightspeed" rechargeable voice enhancing microphones with portable flat panel speakers which fills the room with the teacher's natural voice, enabling students to hear every word.

Audiobooks, pdf version of textbooks, and alternate materials are provided to the students via publishers upon request.

The College provides students' access to "Gale Academic Onefile", a subscription, of articles from a database of scholarly journals and other periodicals for research which we are available to both Dental Hygiene and Diagnostic Medical Sonography students. The link is posted on Moodle, Student Resources for DH it is listed under "Research" and for DMS it is listed under "Study Tools"

CNIH has a Student Portal available for students in an accessible format. These portals will give Students access their personal information, programs, and courses, final grades and statement of account.

CNIH makes accessible or conversion ready versions of the textbooks and/or print based resources available upon request. The college provides accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.

### **Public/Employees/Students**

We have an emergency evacuation plan on every floor of the campus. It is posted next to the elevator on each floor and on the wall of the waiting area. Upon request, CNIH will provide emergency plan/procedure, safety information in accessible formats to persons with disabilities. (such formats may include but not limited to large print, PDF, html, Microsoft word).

We also provide individualized workplace emergencies response information for employees with disabilities.

CNIH's Multi-year Accessibility plan and Accessibility Policy is posted on the business's website along with the Customer Feedback and Satisfaction Survey links. These forms are also available onsite at the campus. Customer feedback can be submitted via email, on the phone or in person. Any feedback the college needs relay to persons with disabilities can be done so through their choice of communication, being fax, phone, written, pdf, or Microsoft Word, or html. All feedback from the college is completed in a timely manner.

CNIH will provide, procure, and acquire an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. We provide access to, or arrange for the provision of access to accessible materials where they exist. We will provide information in accessible format or with appropriate communication supports upon request. All feedback from CNIH College will be done in a timely manner.

According to Ontario Disability Act, CNIH provide services for people with disabilities and assures that all the services are accessible to them. Examples include, but are not limited to:

- If a client/patient has a hearing problem we repeat and restate them. We provide the information on the phone, via email and text messages.
- We assure that public washrooms are accessible for them.
- We help the disabled clients to use the elevators by using our key cards.
- Patients with a visual disability are guided through the lobby by reception if required.
- If a patient cannot come to the reception we serve them in the front lobby and answer their questions.
- We direct and refer them to the places if they need any help with finding the doctors nearby. We provide them print out copies of the locations.
- The first aid kit is accessible to the staff, students and visitors all the time.