

## **The Charles Laszlo Award for Technical Excellence**

Major Criteria for the award includes giving presentations, contributing to publicizing technical aids, installation of technical services in the community

In the past 4 years the CHHA-NCR Branch has engaged its members, and service providers in improving the level of accessibility for hard of hearing persons in Ottawa. CHHA-NCR's lobbying reaped major successes:

2005-08

- The Municipal Property Assessment Corporation (MPAC) obtained a TTY and provided a 1-800 number for all Ontarians who use a TTY
- The Canadian Museum of Civilization obtained an ALD for use its IMAX theatre
- The planned Orleans Town /Arts Centre will be fully accessible to the hard of hearing as a result of lobbying by CHHA-NCR
- The Branch completed a survey of accessible facilities in the National Capital; published a report; and posted it on its website as a free downloadable document for the benefit of all hard of hearing Ottawa citizens  
[http://www.chha.on.ca/index\\_files/2007\\_Directory\\_of\\_Public\\_Facilities.pdf](http://www.chha.on.ca/index_files/2007_Directory_of_Public_Facilities.pdf)
- Made presentations to the Ottawa General Hospital, the Rehabilitation Centre, the Good Companion Centre, the Department of National Defence, Industry Canada, the Lions, the Masons, The Rotary, and the Kinsmen clubs of Ottawa
- Successfully lobbied the Ottawa AccessAbility Day Planning Committee to provide Computer Assisted Real Time Translation (CART) to its annual event programming
- Successfully lobbied the City of Ottawa to purchase and provide an Assistive Listening System at public meetings. The Branch continues to work with the City of Ottawa on a sub-committee of the Accessibility Advisory committee to continue improving the level of accessibility services provided by the City
- Successfully lobbied the National Capital Commission to audit the services they provide tourists and residents of Ottawa so that the needs of hard of hearing are taken into consideration through better signage, staff-training and provision of ALDs. The NCC subsequently purchased a TTY, provided open captioned videos, provided Hearing Awareness training to over 120 staff, and purchased an ALD system offered at its public meetings
- Successfully lobbied the National Arts Centre to improve its accessibility and participated in evaluating ALD systems that were eventually installed in all its theatres. The National Arts Centre purchased three of the best quality systems from Sennheiser that were custom-made for each of its theatres.
- Successfully lobbied the Supreme Court of Canada to improve its accessibility and participated in evaluating and recommending changes to its ALD system.

The above achievements of the Branch resulted in:

- 1) Increasing the accessibility of technical services to hard of hearing persons in Ottawa
- 2) Increasing the profile of the Branch to providers of social, municipal services
- 3) Raising awareness in the general public about technical services available to the hard of hearing
- 4) Demonstrating financial responsibility. The Branch did not spend any money of its own to achieve these results, demonstrating that persistence and networking can achieve many things at little financial cost
- 5) Forging partnerships with the City of Ottawa and the National Capital Commission to continue its technical accessibility enhancement