

# Accessibility Feedback Process

Canada Mortgage and  
Housing Corporation

Accessibility is a shared responsibility at Canada Mortgage and Housing Corporation (CMHC). All employees contribute to advancing our inclusion efforts, including accessibility. Our diversity and inclusion specialist is responsible for receiving and managing accessibility feedback.

## **What feedback to provide**

Please give us feedback on the barriers to accessibility that you experience when dealing with CMHC or any feedback that will help to inform our future accessibility plans. We invite you to be as descriptive as possible when sharing your feedback.

## **How to provide feedback**

Our feedback process is easy. Simply share your feedback— anonymously or by including your name and contact information—through any of the following channels:

### **Members of the public:**

Telephone      1-800-668-2642

Email            contactcentre@cmhc.ca

Mail              700 Montreal Road,  
Ottawa, ON, Canada, K1A 0P7

### **CMHC Employees:**

- By emailing our Employee Relations Team
- Through our Human Resources Case Management System
- Through our third-party platform that supports anonymous feedback

## **How we respond to feedback**

Your feedback is important to us. Apart from anonymous feedback, we will acknowledge the receipt of all accessibility feedback by the same means in which we receive it. We will follow-up with any required action within the timeframe noted in our acknowledgement.

## **How feedback will be used**

Your feedback will only be shared with CMHC employees directly involved in furthering our accessibility efforts—and we'll ensure confidentiality.

Your feedback will be considered as part of our efforts to continuously improve accessibility at CMHC. Your feedback and any actions taken will be tracked, and reported in CMHC's annual progress reports, published in the years between accessibility plans.

We will retain copies of each piece of feedback for at least 7 years.

## **Alternative formats**

You can request an alternative format of CMHC's Accessibility Plan and the description of our accessibility feedback process by calling us at 1-800-668-2642 or emailing us at [contactcentre@cmhc.ca](mailto:contactcentre@cmhc.ca). If you communicate using sign language, contact us by using the Canada video relay service at 1 800-668-2642.

The following formats are available upon request:

- print
- large print
- braille
- audio
- other electronic formats

To obtain an alternative format of this document,  
please call 1-800-668-2642 or email  
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