



# Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

**North Bay-Mattawa Conservation Authority (NBMCA) is committed to excellence in serving all customers including people with disabilities based on the principles of independence, dignity, integration and equal opportunity.**

## **Assistive devices**

We will ensure that our staff are trained and familiar with various assistive devices that may be used by customers with disabilities while accessing our goods or services.

## **Communication**

We will communicate with people with disabilities in ways that take into account their disability.

## **Service animals**

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

## **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. **Fees will not be charged for support persons** for admission to North Bay-Mattawa Conservation Authorities premises and programs.

## **Notice of temporary disruption**

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities **at 15 Janey Ave North Bay, 69 Bowes St. Parry Sound or our Conservation Areas**, North Bay-Mattawa Conservation Authority will notify customers on NBMCA's website ([www.nbmca.on.ca](http://www.nbmca.on.ca)). 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.

If the disruption is at 15 Janey Ave., North Bay or 69 Bowes St Parry Sound, a notice will be placed at the premises affected.

## **Training for staff**

North Bay-Mattawa Conservation Authority will provide training to all employees, volunteers board members and others who deal with the public. This training will be provided to staff **as soon as practicable upon an individual being assigned the applicable duties.**

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard
- North Bay-Mattawa Conservation Authority's Accessible Customer Service Policy and Plan.
- 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 North Bay-Mattawa Conservation Authority's goods and services

Staff will also be trained when changes are made to NBMCA's Accessible Customer Service Plan.

## **Feedback process**

Customers who wish to provide feedback on the way North Bay-Mattawa Conservation Authority provides goods and services to people with disabilities can provide feedback verbally or by email to [nbmca@nbmca.on.ca](mailto:nbmca@nbmca.on.ca).

All feedback will be directed to **Supervisor of Communications and Outreach**. Customers can expect to hear back in **two business days**. Complaints will be addressed according to NBMCA's regular complaint management procedures.

Approved by NBMCA Board of Directors

October 20, 2011

Staff Reviews

Oct 11, 2012