

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.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.ca.

All feedback will be directed to **Manager, 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