



Northern Communications

CUSTOMER SERVICE STANDARD

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) POLICY

Northern Communications is committed to excellence in serving all customers including people with disabilities and has an expectation of providing excellent customer service to all current and potential customers from each and every employee.

Exceptions to this policy may be made only with the approval of Mike Shantz or John Whitehead.

Assistive Devices

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

Communication

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

Service Animals

Northern Communications welcomes people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public, except where prohibited by law.

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.

Notice of Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Northern Communications will notify customers promptly. The clearly posted notice will include information about the reason for disruption, its anticipated length of time, and a description of alternative facilities or services, if available. The notice will be posted in an obvious and clear location(s) so it is easily found.



Northern Communications

Training for Staff

Northern Communications will provide training to employees, volunteers and others who deal with the public on their behalf.

Training will be provided either on-line or in training sessions for all staff and during the orientation process. Staff will also be trained when changes are made to the plan and will be provided with refresher training as required.

Training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the Customer Service Standard.
- Northern Communication's plan related to the Customer Service Standard.
- 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.
- How to use the assistive devices available (e.g. wheelchair lifts, TTY, etc.).
- What to do if a person with a disability is having difficulty in accessing Northern Communication's goods and services.

Feedback Process

We encourage our customers who wish to provide any feedback to Northern Communications on this policy to e-mail info@northerncom.com verbally via telephone to our HR manager at (705) 673-6888 or in-person at 230 Alder St. in Sudbury, Ontario.

All feedback will be directed to Mike Shantz or John Whitehead. Customers can expect to hear back in five (5) days.

Any feedback provided will be kept on file in our HR department.

Legislation

The Accessibility for Ontarians with Disabilities Act (AODA), 2005

Forms

Customer Service Feedback Form