

Accessible Customer Service Commitment

Providing Services for People with Disabilities

NLC Mission

To help people and organizations develop their potential by providing counsel, education, resources, and connections in a caring, respectful, and professional manner.

NLC Vision

Northern Lights Canada will become the best known and most respected provider of quality human services throughout Canada.

NLC Customer Service Charter

NLC is committed to providing outstanding customer service. Our Customer Service Charter is available at www.northernlightscanada.ca

NLC Diversity Commitment

NLC is an inclusive organization where diversity is valued in everything we do.

We recognize the unique abilities of each individual and enjoy the rich diversity within our teams and within the communities that we serve.

We view multiple perspectives and experiences as essential to providing services that are relevant and accessible to all.

NLC strives to provide its goods and services in a way that respects the dignity and independence of all people. NLC is committed to providing people with disabilities the same opportunity to access our goods and services and to benefit from the same services, in the same place, in a way that meets each individual needs.

Providing Goods and Services for People with Disabilities

NLC provides accessible goods and services for people with disabilities, with particular consideration to the following areas:

Communication

At NLC, we communicate in ways that are accessible to each individual seeking our services. Our employees are trained on how to interact and communicate with our customers having consideration for their functional abilities and communication needs.

NLC is committed to providing accessible telephone service to our customers, including the use of relay services or TTY/TTD when required. Employees are trained to communicate with customers over the telephone in clear and plain language, and to tailor their responses as much as possible in support of the individual.

When communicating in writing (e.g., workshop materials, forms, letters, website), NLC employees use a writing style that is suitable for the widest possible audience. If our written

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communication is unsuitable for someone's needs, we will customize the materials to accommodate the individual. NLC will make available large-print versions of our written communication as needed.

If necessary, NLC obtains assistance from community partners who specialize in specific forms of communication.

Assistive Devices

NLC is committed to serving people with disabilities who use assistive devices to obtain, use, and benefit from our services. NLC employees are familiar with various assistive devices that may be used by customers while accessing our services, and are trained concerning how to interact with and support the users of such devices.

NLC's employees know how to use the assistive devices available in our locations (e.g., TTY/TTD, elevators, automatic doors, ramps, and computer accessibility options).

Use of Service Animals and Support Persons

NLC is committed to welcoming people who are accompanied by a service animal into the areas of our premises that are open to the public. All staff, volunteers, and others dealing with the public are properly trained in how to interact with people with disabilities who are accompanied by a service animal.

NLC is committed to welcoming people with disabilities who are accompanied by a support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on NLC premises.

Notice of Temporary Disruption

NLC will provide customers with as much advance notice as possible in the event of a planned service disruption. In the event of an unexpected disruption of service or office closure, NLC will post a notice immediately. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Notices will be posted at the entrance and in a prominent public location within the facility. When possible, notices will also be made available by other means including outgoing voicemail messaging, websites, and social media feeds.

Training

NLC provides training to all employees, volunteers, and others who deal with the public or third parties on our behalf, and all those who are involved in the development and approval of NLC customer service policies, practices, and procedures.

Accessible customer service training is provided during new employee orientation.

Training includes the following:

- The purposes of the Accessibility for Ontarians with Disabilities Act, 2005, and the requirements of the customer service standard

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- 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 such as automatic door openers and elevators available at NLC premises
- What to do if a person with a disability is having difficulty in accessing NLC's goods and services
- NLC's policies, practices, and procedures relating to the customer service standard.

NLC employees are trained on policies, practices, and procedures that affect the way goods and services are provided for people with disabilities. Our employees are also trained on an ongoing basis when changes are made to these policies, practices, and procedures.

Feedback Process

The ultimate goal of NLC is to meet or surpass customer expectations while serving all people, including those with disabilities. Comments regarding how well those expectations are being met are welcome and appreciated.

NLC accepts customer feedback in whatever form it is provided, including verbally, in writing, or electronically. A form that may be used to provide feedback and a document that describes our established formal and informal processes for receiving and responding to customer feedback are available on the NLC website or upon request.

Feedback regarding the way NLC provides goods and services for people with disabilities will be directed to Northern Lights Canada's Accessibility Champion. Customers can expect acknowledgement of receipt of their feedback within one business day.

Modifications to This or Other Policies

NLC is committed to developing customer service standards and practices that respect and promote the dignity and independence of people with disabilities. Therefore, no changes will be made to this document before considering the impact on people with disabilities.

Any policy, standard, or practice of NLC that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

Questions About This Document

This written commitment exists to help NLC to achieve service excellence for customers with disabilities. If anyone has a question about this document, or if the purpose of our commitment is not understood, inquiries should be referred to Northern Lights Canada's Accessibility Champion.