



NGC Accessible Customer Service Plan

Providing Goods and Services to People with Disabilities

Neighbourhood Group of Companies (NGC) is committed to excellence in serving all customers including people with disabilities.

Assistive Devices

We will ensure that our staff are trained and familiar with various assistive devices we have on site or that we provide 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.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, NGC will clearly post a notice which will include information about the reason for the disruption, its anticipated length of time, and a description of alternative facilities or service, if available.

This notice will be placed on the back door entrance to our office and on the glass door if entering from the restaurant at 176 Woolwich Street.

Training

NGC will provide training to employees, volunteers and others who deal with the public or other third parties on our behalf. Training will also be provided to people involved in the development of policies, plans, practices and procedures related to the provision of our goods and services.

NGC training will be provided three months after hiring and will include an overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the requirements of the customer service standard. This training will include a copy of the 2005 Act as well as verbal communication with regards to communicating with people with various types of disabilities as well as how to interact with people with disabilities who use an assistive device or require the assistance of a service animal or a support person. There are no devices that can be used by disabled persons so there is no training required with regards to accessibility devices.

Staff will also be trained when changes are made to our accessible customer service plan.

Feedback process

Customers who wish to provide feedback on the way NGC provides goods and services to people with disabilities can call us by phone, email our office, or drop in to discuss.

All feedback, including complaints, will be directed to Louise McMullen, Executive Assistant or Bob Desautels, President. Customers can usually expect to hear back within 24 – 48 hours on weekdays.

Notice of Availability

NGC will notify the public that our policies are available upon request by posting them on our website.

Modifications to this or other policies

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