

ACCESSIBILITY PLAN (EMPLOYMENT, CUSTOMER SERVICE, AND BUILT ENVIRONMENT)

PURPOSE

In compliance with the Accessibility Canada Act, NAN Corporate Services is establishing a plan (in progress), policies, practices, and procedures on providing goods and services to persons with disabilities.

Although this plan is a work-in-progress, NAN commits to continuing the engagement, listening, and learning so NAN can build on successful practices learned from one another, other departments, Indigenous partners, and other organizations. NAN is currently targeting actions over a three-year period with yearly progress reports.

STATEMENT OF COMMITMENT

NAN Corporate Services is committed to providing a barrier-free environment for all stakeholders, including our clients, employees, job applicants, suppliers, and any visitors who may enter our premises, access our information, or use our services. As an organization, we respect the needs of those who require any form of accommodation and are committed to accessibility for all.

NAN Corporate Services understands that we have a responsibility to ensure a safe, dignified, and welcoming environment for everyone. We are committed to ensuring our organization's accessibility standards are inclusive by incorporating accessibility best practice into our policies, procedures, equipment requirements, training, and practices. We will review these policies and practices annually, as organizational changes occur, or in anticipation of compliance deadlines. In addition, we will strive to meet the needs of individuals with disabilities in a timely and effective manner.

Providing an accessible and barrier-free environment is a shared effort, and we are committed as an organization to working with the necessary parties to make accessibility for all a reality.

OBJECTIVE

This plan outlines how NAN Corporate Services will identify the equal treatment provisions of the Accessibility Canada Act and its legally required standards in collaboration with:

- persons with disabilities and other experts;
- industry representatives; and
- other stakeholders impacted by the standards.

The following 7 priorities, as identified in the Accessible Canada Act, guide our work:

1. employment
2. the built environment
3. information and communication technologies
4. communication (other than information and communication technologies)
5. the procurement of goods, services, and facilities
6. the design and delivery of programs and services
7. transportation

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This initial plan respects, and is integrated within, NAN's policies, programs, practices, and services. Persons with disabilities have been engaged to identify and provide advice about barriers, which are reflected in the following areas for action within limitations of time and capacity. It is critical to recognize that this plan will evolve as we listen and learn.

GUIDELINES

Employment

NAN Corporate Services makes every effort to identify, remove, and prevent barriers to employment by developing inclusive procedures that support and accommodate persons with disabilities throughout their recruitment and employment. Whenever a candidate requires accommodation to enable them to fully participate in the recruitment and selection process, or a current employee requires accommodation in the workplace, the organization works with the individual to provide such accommodation up to the point of undue hardship.

Job Design

NAN Corporate Services proactively conducts thorough job analyses to ensure new and existing job requirements are bona fide occupational requirements: that is, reasonable and made in good faith. To determine whether a requirement is bona fide, NAN ensures the following:

1. The requirement achieves a goal that is rationally connected to performing the job;
2. The requirement is adopted in good faith and fulfils a legitimate work-related purpose; and
3. The requirement is reasonably necessary to accomplish a work-related process or task.

Where a requirement is not bona fide, the organization evaluates and determines whether reasonable accommodations can be provided to individuals to achieve equal opportunity in the workplace. The organization always works to ensure job design is non-discriminatory, including assessing jobs and working requirements for the potential of adverse effect discrimination.

Recruitment and Hiring

NAN Corporate Services completes recruitment and selection activities in a way that ensures dignity and inclusion for all who participate. Upon request, the organization provides candidates with reasonable accommodation during the interview and selection process. The organization consults with the candidate to arrange suitable, personalized accommodations, such as providing the application in an alternate or accessible format.

NAN Corporate Services is committed to hiring decisions that are unbiased and based on qualifications and experience. NAN's interview process focusses on experience and skills and will not discriminate against candidates who have a disability or require accommodation, whether it is required during the interview process or would be required if the candidate were hired. Successful candidates are made aware of policies and support for accommodation upon completion of the recruitment process.

Training and Development

NAN Corporate Services recognizes that skills development and career planning can enrich employment experience, increase engagement, and reduce turnovers for all employees. To this end, all employees are treated equally regarding training opportunities, and the organization

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does not discriminate against employees who require accommodation when considering eligibility for training and development.

The organization aligns training and development programs to meet the needs of employees with disabilities and provides training as soon as reasonably practicable to the person being assigned to applicable duties. Training programs are designed with flexibility to allow customization for the individual requirements of the employee, such as providing training materials in accessible or conversion-ready formats that consider the need of the employee. The organization considers employee barriers when implementing performance management processes, or when offering career development, employment support, or advancement opportunities.

Barriers Identified

Based on the feedback NAN has identified the following barriers within the employment area for action and identified concrete actions to address the barriers.

Barrier 1

Software solutions to accommodate computer work of those with various disabilities.

Actions to address barrier 1

Action 1:

Connect with IT to identify various types of software available for quick access when required.

Timelines:

2024-25 and ongoing review annually

Roles and responsibilities:

Information Technology department.

Barrier 2

Communication barriers during recruitment and training process

Actions to address barrier 2

Adapting our recruitment and training process to be more accessible.

Action 1:

- Provide opportunities and prompts throughout the recruitment process and during training to allow individuals to disclose accessibility needs.

Timelines:

2024 and ongoing annual review

Roles and responsibilities:

Recruitment and Training Coordinator

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Action 2:

- Develop a list of ways that accommodation can be made during the recruitment process and further, training process.

Timelines:

- 2025 and ongoing updates

Roles and responsibilities:

Recruitment and Training Coordinator

Barrier 3

Difficulties faced by persons with neurodiversity's throughout their employment (training and development and recruitment)

Actions to address barrier 3

Action 1:

Identify diversity training that can be done for all staff and managers.

Timelines:

2024 Conduct a short study to identify diversity training available in the area for staff and managers.

Roles and responsibilities:

Human Resources

Action 2:

Develop a top-down initiative to promote organizational culture that fosters inclusivity.

Timelines:

2024-25

Roles and responsibilities:

Chief Administrative Officer in conjunction with Human Resources.

The Built Environment

NAN Corporate Services works to ensure that the built environment, including building interiors and exteriors, is designed to facilitate barrier-free access to services, and employment for employees and guests. If areas of the built environment are not accessible for certain individuals with disabilities, NAN will work with the individual to provide an alternate means of access up to the point of undue hardship.

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This area of action is concerned with spaces in the workplace used by employees and guests, including workspaces and common areas.

With respect to office buildings, NAN Corporate Services occupies space in both owned and commercially leased buildings. When changes are made to the buildings, NAN works in partnership with the companies that manage the buildings to ensure that the properties exceed minimum industry standards.

As one of the dimensions of the NAN Corporate Services strategy when 200 South Syndicate was being designed, it was to be fully accessible, flexible, inclusive and culturally safe, taking into consideration persons with disabilities and diversity, including gender diversity as well as Indigenous culture.

As part of the modernization of its leased offices, in partnership with the property owners, NAN continually aims to implement best practices featured by Accessibility Standards Canada including but not limited to:

- Doors with power door operators;
- Sliding doors in boardrooms.
- Accessible, universal washrooms with emergency button;
- Height accessible equipment locations;
- Light alarms that complement Sound alarms for emergency evacuations.

NAN will continue to incorporate Indigenous design in its office modernization projects to reflect and be representative of Indigenous cultures by:

- facilitating Indigenous inclusion and engagement in the workplace, and
- celebrating the inherent emphasis on health and well-being and environmental sustainability within Indigenous cultures and values.

Barriers Identified

Consultation on the built environment area for action generated some feedback and recommendations from employees with disabilities. These include:

Barrier 1

There is a lack of universal and accessible washrooms in some of our leased buildings.

Actions to address Barrier 1

Review the physical layout of all of our bathrooms and identify areas and items that require installation.

Timelines:

- 2024 Review the layout of 600 Balmoral Street Thunder Bay ON., P7C 5G9 (Lease), 145 Wilson Avenue Timmins ON P4N 2T2 (Lease), 100 Back Street Unit 200 Thunder Bay ON., P7J 1L2.
- 2025 Solicit quotes/ requests to landlords for modernization projects.
- 2025 If possible, begin modernization projects.
- 2026 Continue with modernization projects to be completed by 2026.

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Roles and Responsibilities: Building manager to facilitate process.

Intended outcome: Universal washroom available in each location.

Barrier 2

Persons with disabilities can face challenges related to entrances and exits in both the office (600 Balmoral Street Thunder Bay ON., P7C 5G9 (Lease), 145 Wilson Avenue Timmins ON P4N 2T2 (Lease). Some challenges include difficulties accessing buildings, emergency exits and narrow and cluttered passageways to corridors.

Actions to address Barrier 1

Review and identify areas in office spaces in need of improvement for accessibility.

Timelines:

- 2024 Review the layout of 600 Balmoral Street Thunder Bay ON., P7C 5G9 (Lease), 145 Wilson Avenue Timmins ON P4N 2T2 (Lease), 100 Back Street Unit 200 Thunder Bay ON., P7J 1L2.
- 2025 Solicit quotes/ requests to landlords for modernization projects.
- 2026 If possible, begin modernization projects.
- 2027 Continue with modernization projects to be completed by 2027.

Roles and Responsibilities: Building Manager to facilitate the process.

Intended outcome: Entrances and emergency exits are fully accessible.

Information and Communication Technologies

Communication

NAN Corporate Services understands the importance of accessible digital and non-digital forms of communication and does its best to provide accessible types of communication and information to all individuals with disabilities. Such accessible formats and communication support are provided upon request, in a timely manner and at no additional cost.

This area of action includes technologies that organizations use to communicate with both their employees and the public, broadcasting, and telecommunications. At NAN, these technologies include items such as websites, email, text messages, and computer programs.

Telecommunications include telephone and Internet services.

By 2040, all employees will have the electronic and software tools they need to do their jobs and the department is prepared to procure new equipment as needed in a timely manner.

Accessibility is an integrated and expected component of IT processes and within the IT infrastructure (e.g., security, infrastructure, and application development). Accessibility is part of the standardized approaches. Employee needs are considered in the life cycle of software development, services, software, and hardware purchases.

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Barriers Identified

Barrier 1

NAN Corporate Services is not ready with a plan for requests for accommodation. Example Text to speech: Unknown what accessibility software is available to be offered.

Actions to address barrier 1

- **Action 1:** Develop a software list such as text to talk so that it is ready for quick reference and resource access when requests for accommodations come in or even to offer to those who might benefit from it.

Timeline: By April 2025

Roles and Responsibilities: IT Analyst

Intended outcome: To have software available in a timely manner when the need is identified.

- **Action 2:** Compiling free software that is already available and communicating these options to staff and guests.

Timeline: April 2025

Roles and Responsibilities: IT Analyst

Intended outcome: To be inclusive to all regarding accessibility for software.

- **Action 3:** Offering Training to staff about how to use the software.

Timeline: By April 2025

Roles and Responsibilities: IT Manager

Intended outcome: Offering training without staff having to come forward requesting it.

Barrier 2

It is unknown what hardware is available to offer out to staff or have on hand. i.e assistive devices, monitors, hearing devices, lower light options, Keyboard, mouse options, braille displays.

Actions to address barrier 2

- **Action 1:** Hardware list ready for quick reference and resource access when requests for accommodation come in or even to offer to those who might benefit from it.

Timelines: By January 2025

Roles and responsibilities: IT Analyst

Intended outcome: Finding hardware options that is already available and communicating these options to staff and guests.

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Barrier 3

There is currently no funding allocated for accessibility development and testing within IT Services. Funding is required to increase IT Services' expertise and ability to assess NAN's accessibility.

Action to address barrier 3

- **Action 1:** Incorporate accessibility requirements and additional funding requirements within the Departmental Plan, in the Service and Digital area, for fiscal year 2025-26 and beyond. Submit departmental funding requirements through the annual investment planning exercise for sustainable funding.

Timelines: By March 2025

Roles and responsibilities: Directors and those who are applying for funding.

Intended outcome: A supplementary budget is incorporated into future IT financial planning and department planning.

Communication (Other than Information and Communication Technologies)

This area of action includes the ways in which our community members, Chiefs and staff receive and understand information pertaining to Nishnawbe Aski Nation (NAN).

People communicate in a variety of ways, including speech, writing, sign language, pictures, body language and communication assistants. It is important that everyone can understand information shared and has access to information in formats that work for them. This can be achieved by making sure to provide alternative text for images, a clean layout to help the digestibility of content, and large fonts. The use of screen readers, high contrast colours and clear and concise messaging also help to make NAN's communications accessible for everyone. The *Accessible Canada Act* recognizes American Sign Language (ASL), Langue des signes québécoise (LSQ) and Indigenous Sign Languages as the primary languages of deaf people in Canada.

Specific information about this area of action

The Communications department at NAN is responsible for developing internal and external communications products. This includes, but is not limited to, content for public awareness campaigns, social media, web, Intranet, departmental updates, news releases, statements, and media coverage. The sector also creates graphics, photography, videos and assists with planning events.

Communications' Accessibility Vision

By 2040, the department will identify and apply new and existing accessibility standards to create barrier-free communications and develop products that are accessible to all. To achieve this, the Communications department identifies training opportunities for employees, provides guidance and advice to employees, and develops and shares accessibility-related guidelines and tools. This will result in communication products that are accessible to all and will ensure that everyone is included.

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Barriers Identified

Based on the feedback NAN has identified the following barriers regarding Communication (Other than Information and Communication Technologies) for action and identified concrete actions to address the barriers.

Barrier 1

Lack of ongoing monitoring of graphic design for accessibility.

Actions to address barrier 1

Monitoring graphics as they are produced for visual compliance, font size, spacing, layout and alt text included.

- **Action 1:** Develop a checklist for graphics to ensure standards are kept. This checklist will be reviewed for each piece of content developed.

Timelines: Immediately and ongoing

Roles and Responsibilities: Graphic Designers – to utilize the checklist for all designed pieces, Manager of Digital Communications-To develop checklist, to review designed content with developed checklist and educate other team members when there are accessibility issues.

Intended Outcome: Designed content to be accessible.

Barrier 2

Lack of ongoing monitoring for accessible social media posts.

Actions to address Barrier 2

- **Action 1:** Begin using alt descriptors

Timelines: Immediately

Roles and responsibilities: Manager of Digital Communications and Communications Advisor to provide alt descriptors when posting to social media.

Intended outcomes: Photos posted to social media have descriptor tags for visually impaired.

- **Action 2:** Continue to Pascal Case Hashtags

Timelines: Immediately

Roles and responsibilities: Manager of Digital Communications and Communications Advisor to utilize Pascal Case Hashtags when posting to social media.

Intended outcomes: Screen readers can properly read hashtags.

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Barrier 3

The current website has accessibility issues. Existing web content contains inaccessible information.

Actions to address Barrier 3

- **Action 1:** NAN's website developer has outlined the common issues that were found throughout the website and has quoted \$2000.00 to address them. The website developer will make the appropriate edits to pass compliance. Costs will be forwarded for CAO approval.

Timelines: 2024-25

Roles and responsibilities: The Manager of Digital Communications will oversee the website changes and ensure they are completed.

Intended outcomes: NAN's website is accessible to all users.

- **Action 2:** Scheduling audits of the website annually to ensure we maintain compliance.

Timelines: 2025 and annually

Roles and responsibilities: The Manager of Digital Communications will request an audit from NAN's developer annually and ensure any issues that arise are corrected.

Intended outcomes: NAN's website is accessible to all users.

Barrier 4

Messaging and writing have not been reviewed from an accessible perspective.

Actions to address Barrier 4

- **Action 1:** Review current writing and messaging with an accessible intent regarding memos, news releases, briefing notes, resolutions, and templates for breaking up text into shorter paragraphs, working links, appropriate headings, simple, concise, easy to understand.

Timelines: 2024

Roles and responsibilities: The Graphic Designer will organize documents and bodies of text in an appropriate and logical way, so messaging is clear and easy to understand. The Manager of Digital Communications will review the designed documents and provide further input on layout if necessary.

Intended Outcomes: Readers and viewers understand our messaging and priorities.

- **Action 2:** Train staff on accessible writing and adding information to the website.

Timelines: 2025

Roles and responsibilities: Communications department.

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Intended Outcomes: The Communications department staff all have an understanding of accessible writing and what those entails. The Communications department provides educated copywriting and editing services to the staff at NAN.

- **Action 3:** Review of accessibility of all documents/templates. May require outsourcing.

Timelines: 2025

Roles and responsibilities: The Manager of Digital Communications will work with a company that specializes in accessible documentation to review document templates utilized by staff. They will ensure the documents are easy to use and have the appropriate tools in place.

Intended outcomes: All NAN Staff can utilize the document templates.

Barrier 5

Video Development not fully accessible. Missing closed captioning.

Actions to address Barrier 5

Action 1: Review current videos that are posted to the website and re-upload with closed captions. Schedule review meetings to ensure closed captions are being implemented on the website and social media.

Timelines: by the end of 2025

Roles and Responsibilities: Communications will outline videos on the website with missing captions and work to update them. Communications will post videos to social media and the website with closed captions moving forward.

Intended Outcome: Videos published by NAN are accessible to the visually impaired and hard of hearing.

Barrier 6

HRIS does not have a screen reader option.

Actions to address Barrier 6

- **Action 1:** HRIS to include a screen reader for prompts, and instructions at the top of the page and add placeholder text so it is easier understood. Schedule review meetings to ensure standards are kept.

Timelines: by the end of 2025

Roles and Responsibilities: Human Resources Advisor in conjunction with both communications department and finance department.

Intended Outcome: The HRIS website will be accessible to all staff and clear directions are provided to reduce Communication Request barriers.

Emergency Notifications

NAN Corporate Services provides emergency and public safety information, plans, procedures, maps and warning signs at evacuation points, and any other emergency alert information in accessible formats or with appropriate communication supports, upon request. Alarm systems are both auditory and visual.

The organization will:

- Ensure emergency information can be seen, read, and heard by anyone, including persons with disabilities;
- If a person with a disability requires assistance in an emergency, make sure an employee is available to assist; and

The Procurement of Goods and Services

This area of action includes the purchase and rental of goods, services, and spaces.

In 2040, procurement processes meet all legal obligations and standards on accessibility, including those under the *Accessible Canada Act* (ACA) and Accessibility Standards Canada. Procurement processes are centralized and prioritize assets related to accommodation requests from employees with disabilities.

NAN Corporate Services considers accessibility when specifying requirements for goods, services and facilities, and deliverables include features that make them accessible. Preference is given to suppliers of services and goods that are inclusive of persons with disabilities.

NAN Corporate Services explores all available avenues for increasing opportunities for Indigenous businesses to participate in procurement processes.

NAN will ensure that the Accessibility measures planned to eliminate barriers in procurement are equally implemented under the departmental procurement strategy for Indigenous Business.

What we heard in consultations

During our review of the procurement area for action, the need for improvement in the procurement process with respect to accommodation were raised by employees and are described under the employment area of action. Procurement subject matter experts identified accessibility-related improvements needed in their processes.

Barriers and actions

Barrier 1

The *Accessible Canada Act* ACA is not always considered by business owners, technical authorities (TA), and employees when specifying requirements.

Actions to address Barrier 1

- **Action 1:** Include accessibility requirements in procurement requests and/or tenders.

Timelines: Launch in January 2025 and completed by December 2025

Roles and responsibilities: Departments procuring services will include accessibility requirements when issuing requests for proposals.

Intended outcome: 100% of procurements are accessible or are factoring accessibility.

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- **Action 2:** Require departments to include accessibility considerations in a pre-procurement checklist.

Timelines: Launch in January 2025 and completed by December 2025

Roles and responsibilities: Finance to review the Pre-procurement checklist. Internal Forms to produce and distribute the form.

Intended outcome: All goods, services and facilities have a statement on file confirming inclusion of accessibility considerations.

Access to Goods and Services

NAN Corporate Services seeks to provide barrier-free access to the organization's goods and services for all persons. Where barriers cannot be removed, alternative means for accessing goods or services are provided to the best of the organization's ability.

Service Disruptions

Service disruptions may occur for reasons that may or may not be within the control or knowledge of NAN Corporate Services. In the event of any temporary disruptions to facilities or services that customers with disabilities rely on to access or use goods or services, reasonable efforts will be made to provide advance notice.

When disruptions occur, the organization will:

- Post notices in the nearest accessible entrance to the service disruption;
- Update the organization's website with information about the disruption; and
- Contact customers with reservations or appointments by any method that may be reasonable under the circumstances.

The organization makes every reasonable effort to indicate when services will resume and suggest alternatives that can be used during the disruption. In some circumstances, such as in the situation of unplanned temporary disruptions or emergencies, notice may not be possible.

The Design and Delivery of Programs and Services

This area includes the way the organization designs and delivers programs and services to its clients.

For the initial Plan, NAN will review the level of accessibility of its programs and services for Indigenous individuals with disabilities to support planning, development and implementation of programs and services for these to be inclusive by design and accessible by default. NAN will also develop standards for accessibility that include best practices, tools, and training.

The design and delivery of programs and services provided by NAN are inclusive and accessible-by-design to meet the needs of Indigenous clients and employees. The organization continues to work toward ensuring that service transfer arrangements protect and promote accessibility.

Employees have the necessary tools and resources to design and deliver accessible programs and services to persons with disabilities. Our clients with disabilities are engaged in the design and delivery of programs and services, and participate in feedback processes that are inclusive, accessible, and open while protecting their privacy and confidentiality.

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Barriers Identified:

There is a greater need for employees that deliver programs and services to understand what accessibility standards must be followed when interacting with external partners and membership. When delivering programs and services, the application of consistent accessibility best practices is not always provided. Sometimes, this will lead to inconsistent levels of accessibility when delivering programs and services to clients.

Actions to address barrier:

- Develop accessibility standards that explain the best practices that need to be followed when interacting with external partners and membership.
- Use a collaborative approach with external partners and membership to develop training. This training will be provided to all employees that are involved in the design and delivery of programs and services. Both cultural awareness and accessibility training will be provided to employees. This will ensure that employees are familiar with the expectations. Additionally, they will know how to ensure accessibility and cultural competence in their work.

Timelines: Launch in September 2025 and completed by April 2026

Responsibility: Managers, Directors in conjunction with Human Resources and the CAO.

Intended outcomes: Accessibility standards and training are provided to all employees on how to respond to the accessibility needs of external partners and membership.

Support Persons and Service Animals

If a person with a disability is accompanied by a support person, NAN Corporate Services ensures that both persons may enter the premises together and that the person is not prevented from having access to the support person. A person with a disability accompanied by a service animal may access premises that are open to the public unless otherwise excluded by law.

The organization waives admission fees to support persons, or when not possible, ensures the customer is notified of admission costs in advance. The organization attempts to accommodate the person and support person to sit with one another. In situations where confidential information might be discussed, consent is obtained from the individual before any potentially confidential information is mentioned in front of the support person.

Transportation

Transportation includes travelling between work sites, communities, provinces or outside of Canada by plane, train, bus or ferry. It also includes vehicles used by organizations that are regulated by NAN Corporate Services. Accessible transportation will be one aspect of NAN's review of the level of accessibility of NAN's programs and services for individuals with disabilities so that these can be inclusive by design and accessible by default.

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Barriers Identified

Based on the feedback NAN has identified the following barriers regarding transportation for action and identified concrete actions to address the barriers.

Barrier 1

Accessibility on small planes to and from communities.

Actions to address Barrier 1

- Review the regional airlines policies and capacities for accessible transportation.
- Develop and implement strategies to effectively utilize service providers to arrange accessible transportation.

Timelines:

- 2025 Review the regional airlines policies and capacities for accessible transportation.
- 2025 Identify which companies can be utilized and how NAN can effectively operate within the current transportation available (develop strategy).
- 2025 Implement NAN procedures using developed strategies.

Roles and Responsibilities: Travel Coordinator to facilitate process.

Intended outcome: The most efficient accessible plane transportation possible.

Barrier 2

NAN does not own an accessible vehicle. Persons with disabilities are facing challenges related to being transported to and from meetings, conferences etc. Currently NAN utilizes local cab companies with accessible vehicles. Some challenges include difficulties accessing an accessible cab in a timely manner.

Actions to address Barrier 1

- Review and identify accessible service providers in Timmins and Thunder Bay.
- Study the feasibility of purchasing an accessible vehicle.

Timelines:

- 2025 Review accessible transportation service providers.
- 2025 Solicit quotes for contracts with local service providers and /or quotes for purchase of accessible vehicle.
- 2025-2028 If possible, add an accessible vehicle to NAN's fleet.

Roles and Responsibilities: Building Manager to facilitate the process.

Intended outcome: Transportation within the city is fully accessible.

Feedback

NAN Corporate Services acknowledges that public, community, client, and employee feedback can lead to improved service, increased clientele, a reduction in complaints, improved working conditions, and an improved workplace culture, especially as it applies to accessibility. The organization ensures that feedback can be provided by persons with disabilities through various methods. Feedback forms, along with alternate accessible methods of providing feedback, are available upon request.

Individuals who provide formal feedback receive acknowledgement of their feedback, along with information regarding any resulting actions based on their submitted concerns or complaints.

Feedback can be submitted to:

Ian Beardy, Human Resources Advisor
807-625-4941
100 Back Street, Unit 200
Thunder Bay, ON, P7J 1L2
ibeardy@nan.ca

Feedback can be provided anonymously if desired, and feedback remains confidential unless the person consents to the disclosure of their personal information. Feedback is received in whatever format the individual providing the feedback is most comfortable with. The personal information of anyone who provides feedback remains confidential in accordance with all applicable privacy laws.

Definitions

Accessible formats: Include but are not limited to large print, recorded audio and electronic formats, braille, and other formats usable by persons with disabilities.

Assistive device: Any medical device, mobility aid, communication aid, or other aid that is specially designed to assist a person with a disability with a need related to their disability.

Communication supports: Captioning, alternative and augmentative communication supports, plain language, sign language, and other supports that facilitate effective communications.

Constructive discrimination: Also referred to as adverse effect, is discrimination that unintentionally singles out a particular group, resulting in unequal treatment.

Conversion-ready: An electronic or digital format that facilitates conversion into an acceptable format.

Disability: Any impairment, including a physical, mental, intellectual, cognitive, learning, communication, and sensory impairment, or functional limitation that is either permanent, temporary, or episodic in nature. It can be evident or not in interaction with a barrier to hinder a person's full and equal participation in society.

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Mobility aid: Any manual or electric wheelchair, scooter, boarding chair, walker, cane, crutch, prosthesis, or other aid that is specially designed to assist a person with a disability with a need related to mobility.

Service animal: An animal that can be recognized by visual indicators such as a vest or harness that is being used by an individual with a disability for reasons relating to the person's disability.

Support person: Another person who accompanies an individual with a disability to help with communication, mobility, personal care, medical needs, or access to goods and services.