

Policy Name: NFMC Service Standards Policy		
Effective Date: September 18, 2018	Revision Date: September 17, 2018	Approved By: NFMC Board of Directors

Policy Statement

The Nawiingnokiima Forest Management Corporation (NFMC) strives to be recognized as a professional and effective Crown Agency that adds value to both the province of Ontario and the forestry sector. Furthermore, the NFMC commits to providing high quality information on its programs and forest management practices in a fair, timely, transparent, and accessible manner for all Ontarians- including those whose preferred language is French or those with disabilities.

Purpose

While the NFMC does not currently provide services directly to members of the public, this Policy established the practices and standards the NFMC will follow in order to meet the requirements of the below Acts and Regulations in a practical manner:

- Accessibility for Ontarians with Disabilities Act (AODA), 2005;
- Accessibility Standards for Customer Service (Ontario Regulation 429/07);
- Integrated Accessibility Standards (Ontario Regulation 191-11);
- French Language Services Act (LSA)

This Policy is intended to be used and considered in conjunction with the NFMC’s Accessibility Policy.

Policy Standards and Practices

In order to provide members of the public with high quality information on NFMC programs and forest management practices in a timely, transparent, and accessible manner, the NFMC commits to the below practices and standards:

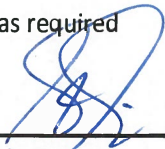
- i. Office hours of operation (for in-person requests)
Office hours are 8:30 a.m. – 4: 30 p.m., Monday to Friday, except for statutory holidays and unless other times are posted.
- ii. Contact by telephone
Calls are answered promptly or are directed to voicemail during business hours (8:30 a.m. – 4: 30 p.m.). Voicemail messages will be returned within two business days by the appropriate staff member.
- iii. Contact by e-mail
General inquiries received via e-mail will be returned by the appropriate staff member within five business days.

Nawiinginokilima Forest Management Corporation

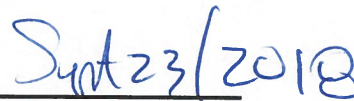
P.O. Box 1479, 22 Peninsula Road, Marathon, ON P0T 2E0

- iv. The NFMC will regularly maintain its website (<http://nfmforestry.ca/>) with accurate and up-to-date information. The website will contain staff contact information and list all methods of communicating with the NFMC.
- v. This Policy will be posted on the NFMC's website to be viewed by the public.
- vi. The General Manager is responsible for ensuring that this Policy is communicated to NFMC staff and that the aforementioned Acts and Regulations are complied with.
- vii. Staff members are required to complete training on the AODA and how to provide accessible customer service upon hire. Review of this Policy and the NFMC's Accessibility Policy will also be required of all new staff.
- ix. The NFMC is committed to providing service and information in both official languages, of equal quality and accessibility as required, upon request. This includes oral, written, and electronic communications.
- x. The NFMC will have a corporate logo in both official languages.
- xi. The NFMC welcomes feedback from members of the public. All feedback received will be forwarded to the General Manager for consideration. Feedback can be provided by e-mailing: contact@nfmforestry.ca. Feedback may also be provided in person.

Renewal: as required



Grant Goodwin, Chair
On behalf of the Board of Directors



Date