

ACCESSIBLE CUSTOMER SERVICE

Background:

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) was passed by the Ontario Legislature with the goal of creating standards to improve accessibility across the province.

The AODA allows for the development of accessibility standards that are designed to help make Ontario more accessible.

One of the standards that has been developed is the Accessibility Standards for Customer Service. This standard details specific requirements for all service providers.

In general, providers must deliver goods and services in a manner that preserves the dignity and independence of people with disabilities.

RESOURCES:

**Accessibility for Ontarians
with Disabilities**
www.mcass.gov.on.ca

**Access On:
Breaking Barriers Together**
www.accesson.ca

simcoe.ca



Feedback from You:

Customers are speaking and governments are listening. Ontario and Simcoe County are moving forward to be more accessible and your feedback is important to us.

This form and supporting policies are available on the County of Simcoe website and are available in other formats by contacting Customer Service at:

**Accessibility Office
c/o Customer Service**
County of Simcoe
1110 Highway 26,
Midhurst, Ontario L0L 1X0

Telephone: 705-735-6901 or
Toll Free: 800-263-3199
Fax: 705-719-4626

Email: accessibility@simcoe.ca
Website: simcoe.ca

simcoe.ca



CUSTOMER SERVICE FEEDBACK Accessibility Standards for Customer Service

On behalf of the County of Simcoe, we would like to thank you for your patronage. We strive to meet the needs of our residents and customers. We value your comments.



TEL: 705-735-6901 | 800-263-3199

Customer Service Feedback Accessibility Standards for Customer Service

PLEASE TELL US ABOUT THE SERVICES PROVIDED TO YOU

Details: (date, time, department, service provided)

DID WE RESPOND TO YOUR CUSTOMER SERVICE NEEDS TODAY?

Details:

CONTACT INFORMATION FOR FOLLOW UP: (optional)

The County of Simcoe strives to respond in a timely manner to all persons submitting feedback.

Name: _____

Mailing Address: _____

Postal Code: _____

Contact Phone Number (Daytime):
() _____

E-mail: _____

Preferred Method of contact:

- Post Phone
 E-mail Other _____

Personal information is collected under the authority of the Municipal Act, 2001, S.O. 2001, c. 25 and will be used for the purpose of responding to your comments. Questions about the collection of personal information should be directed to the County's Freedom of Information and Privacy Coordinator, County Clerk's Office, County of Simcoe Administration Centre, 1110 Highway 26, Midhurst, Ontario L0L 1X0, facsimile 705-726-3991.



DID YOU HAVE ANY PROBLEMS ACCESSING OR LOCATING OUR GOODS AND SERVICES?

Yes / Somewhat / No

Please Explain:

IF THERE IS SOMETHING THAT THE COUNTY OF SIMCOE CAN DO TO IMPROVE THE SERVICE YOU RECEIVED, WHAT WOULD THAT BE?

Please Explain:
