

Catholic Family Services of Simcoe County

AODA Client Feedback Form

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario. The Act makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards. It applies to the private, public, and volunteer sectors.

Catholic Family Services of Simcoe County values our clients, employees, students and volunteers and we strive to meet everyone's needs. We are committed to providing quality services that are accessible to all persons that we serve.

Your feedback is important in helping us improve accessible services at Catholic Family Services of Simcoe County. Please take a moment to complete this feedback form and let us know how we are doing.

Date of Visit: _____ **Time of Visit:** _____

What was the purpose of your visit today?

Did we respond to your service needs today? (please circle) Yes No

If no, please explain:

Was our service provided to you in an accessible manner? (please circle) Yes No

If no, please explain:

Did you have any problems accessing our s services? (please circle) Yes No

If yes, please explain:

Please add any other comments/suggestions you may have:

Please provide us with your contact information below (optional):

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Full Name: _____

Mailing Address: _____

Telephone Number: _____

Please check () if we can leave a message.

Would you like to be contacted by a senior manager at Catholic Family Services of Simcoe County? (please circle) Yes No

(All feedback received will be responded to within 5 business days)

****If yes, please ensure you complete the contact information above.***

How would you like to be contacted? () Telephone () Mail

Thank you for your feedback.

Telephone: 705-726-2503

Fax: 705-726-2570

Mail: 20 Anne Street South, Barrie ON L4N 2C6