



AODA Customer Feedback Form

St. Lawrence Youth Association is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence.

We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by doing our best to remove and prevent barriers to accessibility and by meeting our accessibility requirements under Ontario's accessibility laws.

Your feedback is important to us. Feedback from the public is welcomed as it may identify areas that require change and encourage service improvements. Feedback may be given by telephone, in person, in writing, or in electronic format. If feedback is received regarding the accessibility of St. Lawrence Youth Association services it will be reviewed by the relevant division or department for the purpose of resolving any issues and improving our understanding of the needs of people with disabilities.

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

What was the purpose of your visit today? _____

Did we respond to your customer service needs today? Yes No

If no, please explain: _____

Was our customer service provided to you in an accessible manner? Yes No

If no, please explain: _____

Did you have any problems accessing our services? 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: _____

Email Address: _____

Would you like to be contacted by the Accessibility Coordinator at SLYA? Yes No

(Customers will be contacted within 7 business days of receiving feedback)

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

How would you like contact? Telephone Email Mail

Thank you for your feedback.

Email: admin@slya.ca

Telephone: 613-542-9634 ext. 222

Fax: 613-384-8873

Mail: St. Lawrence Youth Association, 817 Division Street, Kingston, ON K7K 4C2

Attention: "Accessibility Coordinator"

FOR OFFICE USE ONLY

Date Feedback was received: _____ Received By: _____

Follow Up required: Yes No If yes, when was it done: _____

Action Plan required: Yes No

If yes, please explain what action was taken: _____