

Accessibility for Ontarians with Disabilities Act Compliance

- VCHC has an Accessibility policy which is available to the public online at www.vaughanhealthcarehc.com. You can also obtain a copy of the policy by speaking with one of our reception staff while at the Centre.
- VCHC's staff, contractors, students, volunteers, and partners are trained in the AODA Customer Service and Integrated Accessibility Standard Regulations. The training record is available to the public upon request.
- We would happy to hear from you on how the VCHC provides accessible customer service and on VCHC's feedback process. VCHC accepts feedback from the public using a variety of methods including:
 - Phone (905-303-8490 and ask for the Executive Director, or the Programs and Services Director).
 - In person to any VCHC staff person who will document the feedback
 - VCHC's suggestion boxes located at Suite 106 and 206
 - Client Experience surveys
 - Online at www.vaughanhealthcarehc.com/contactus
 - Fax: 905-303-4227
- VCHC will be happy to provide accessible formats and communications supports as quickly as possible and at no additional cost when asked by a person with a disability.
- VCHC's emergency procedures, plans or public safety information will be provided to individuals with disabilities in an accessible format or with appropriate communication supports, upon request.

Revised June 2016.