

## **Accessibility for Ontarians with Disabilities Act Compliance**

- VCHC has an Accessibility policy which is available to the public online at [www.vaughanchc.com](http://www.vaughanchc.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.vaughanchc.com/contactus](http://www.vaughanchc.com/contactus)
  - Fax: 905-303-9444
- 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 September 2023.