



Accessible Services for Persons with Disabilities

Personal Assistance

Your guide dog, service animal or support person is welcome to visit our facilities with you to help you access our services.

Alternative Formats

If you need our publications in a different format, just ask. Our staff will help get the information you need in the right format for you.

Assistive Devices

Our facilities have assistive devices, such as elevators, lifts and automatic door openers, to enable those with mobility difficulties to reach our services. And if you need help, just ask our staff.

Service Interruptions

If we have an interruption to our services, we will provide you with plenty of advance notice whenever possible.

Training and Communications

We train our staff members so that they know how to provide service to persons with disabilities. They are ready and able to meet your needs.

Please complete our **Feedback Form**:

Thank you for taking the time to share your feedback with Guelph Independent Living. We appreciate your comments because they can help us provide you with the best service possible.

Please complete and submit this form to your program coordinator or to the **Communications Officer** at the Guelph Independent Living Administrative Office at 238 Willow Road, Guelph, Ontario, or you can also complete the form online at www.guelphindependentliving.org/contact-us/accessibility-feedback.

Guelph Independent Living location visited:

Building or department name

Address

Date of visit: _____
 day / month / year

Time of visit: _____ *am / pm*

What type of service did you need?

Did we provide customer service to you in an accessible manner?

Yes No Somewhat

Comments:

What could the agency do to make its services more accessible to you?

Additional comments:

Would you like someone from Guelph Independent Living to contact you?

No, you do not need to contact me

Yes, my preferred method of contact is: Mail Phone E-mail

Complete the information below **only if you need a reply:**

CONTACT INFORMATION

Name: _____

Address: _____

City/Town: _____ Postal Code: _____

Telephone Number: _____ Fax Number: _____

E-mail Address: _____

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