



## PROCESS: Accessible Customer Service Feedback Process

St. Joseph's Hospice is committed to accessibility as it pertains to the Accessibility for Ontarians with Disabilities Act (AODA) 2005, Regulation 429/07, and the Integrated Accessibility Standard, Ontario Regulation 191/11. This includes feedback as to how services are provided to persons with disabilities.

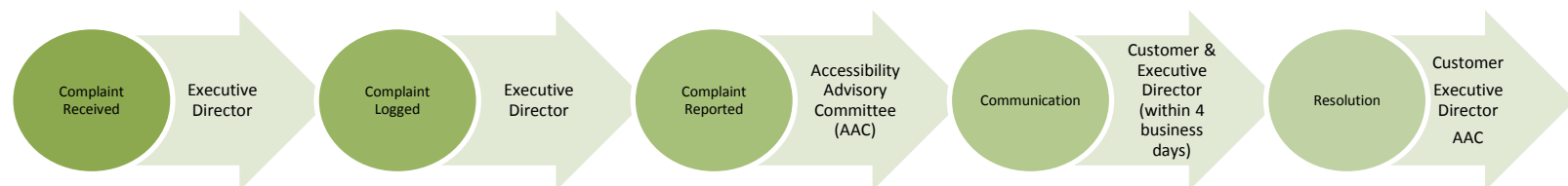
The purpose of this document is to explain the St. Joseph's Hospice Accessible Customer Service Feedback Process as required by the Accessibility Standards for Customer Service regulation 429/07.

Customers and clients can offer feedback about how St. Joseph's Hospice provides services to persons with disabilities by contacting us in one of the following ways:

<b>Telephone</b>	519-438-2102
<b>Mail</b>	St. Joseph's Hospice 485 Windermere Road, 3 <sup>rd</sup> Floor P.O. Box 1449, Station B London, ON N6A 5M2
<b>Email</b>	caring@sjhospicelondon.com

Complaints regarding the Accessible Standards for Customer Service regulation are received by the Executive Director and are logged and reported to the Accessibility Advisory Committee (AAC). Individuals requesting follow-up or escalations will receive communications within four business days and will work with the Executive Director until a resolution is achieved.

Under the Accessibility Standards for Customer Service regulation, information about this feedback process must be made available to the public and as such this feedback process is posted on our external website. Upon request, St. Joseph's Hospice will provide this process in an alternate format.



## **Confidentiality of Information**

Personal information concerning an individual's disability cannot be released without written consent of the individual and must be managed in a manner that is consistent with the *Freedom of Information and Protection of Privacy Act (FIPPA)* and other relevant legislation.

**Accessible formats of this document are available free upon request.**