

## Accessible Customer Service Policy

Contact Hamilton values and respects all people. We will treat everyone with dignity and we will support people to be as independent as they can be by providing the right amount of help.

Our offices can accommodate people who use walkers, wheelchairs and scooters. This includes our washrooms, meeting rooms and hallways. We will post appropriate signs and have them where you can read them. If for any reason any of our areas are not able to accommodate walkers, wheelchairs or scooters, we will let you know that and tell you how else we may be able to help you.

Our staff will help you with your assistive devices as needed, like communication tools and other mobility supports. Please feel welcome to let us know what you need.

Service animals are welcome. If someone in the area has an allergy, we will make other arrangements.

You are welcome to bring a support person with you as you see fit. We will work with them as you direct.

We will share information with you in a way that is most suitable for you. That includes information we share with you when we are talking and any written information we give you like brochures and letters. We will provide information in larger print if you request it.

We use a TTY system and Bell Relay Service for those with hearing impairments.

Regardless of your abilities and disabilities, we will include you in conversations, ask your opinion on matters and get direction from you. We know that some people will need the help of a trusted friend or family member to give information or make decisions – we will respect that but we will always seek to include you in a meaningful way.

We have a feedback form that anyone is welcome to fill out at any time. You can fill it out if you have a complaint or want to give us a compliment or if you have suggestions about how we can improve our service. We welcome all feedback.

We have a formal policy about Customer Service and Accessibility. If you would like to see it, just ask a staff member. You can also contact us at:

Contact Hamilton and Developmental Services Ontario Hamilton-Niagara Region  
140 King Street East, Suite 4, Hamilton, On L8N 1B2  
905-570-8888 or 1-877-376-4674 (DSO)  
[info@contacthamilton.ca](mailto:info@contacthamilton.ca) or [info@dsohnr.ca](mailto:info@dsohnr.ca)