



Accessibility for Ontarians with Disabilities Act (AODA) Feedback Form

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is a provincial legislation that aims to achieve a fully accessible Ontario. We value everyone and strive to meet their needs. We recognize that receiving feedback provides a valuable opportunity to learn and improve and we encourage your complements, questions, concerns and suggestions in our ongoing commitment to improving our services. We are committed to providing accessible to all and will make every reasonable effort to ensure our policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity.

Thank you for your interaction with Family Options, please complete the form, and submit to Head Office for follow up:

1. Date of interaction/call/application or other:
2. What as the purpose of your engagement with Family Options?
3. Did we respond to your needs? Yes No

If No, please explain:

4. Was our interaction, paperwork or other provided to you in an accessible manner?

Yes No

If No, please explain:

5. Optional information – complete:

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Name:

Preferred contact method:

Telephone:

Email:

Mail

Address:

City:

Postal Code:

Please complete the Feedback Form and email the form to info@familyoptions.ca. If you have questions or would like us to call you directly, call 1-888-217-8635 or email info@familyoptions.ca. All feedback is directed to Head Office and responses will follow within seven business days.

Family Options is committed to keeping the personal information of its members and customers accurate, confidential, secure and private. Our Privacy Policy has been designed to inform employees, members, customers, and subcontractors of Family Options of our commitment and recognition to our obligation to meet the spirit and terms of the federal ***Personal Information Protection and Electronic Documents Act (PIPEDA)***.