



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 mobility devices such as canes, walkers, wheelchairs and scooters. This includes our washrooms, meeting rooms and hallways. We will post signs and have them where you can see them. If for any reason any of our areas are not able to accommodate your mobility device, we will let you know that and tell you how else we may be able to help you.

If you need our help with your assistive devices, like communication tools and other mobility supports, please let us know how we can help you and we will do so.

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

You are welcome to bring a support person with you.

We will share information with you in a way that is best 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 requested.

We use the Bell Relay Service for those with hearing needs.

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

We have a formal policy about Customer Service and Accessibility. It is available on our website. You can also ask for a copy to be sent to you if you like.

We welcome all feedback about the things we did well, and the things we did not do well. You can give us feedback at any time. Here is how you can contact us:

Contact Hamilton Children and Youth Services Program

Phone: 905-570-8888, Email: info@contacthamilton.ca

Developmental Services Ontario Hamilton-Niagara Region

Phone: 1-877-376-4674 (DSO), Email: info@dsohnr.ca

Passport Hamilton-Niagara Region

Phone: 1-866-288-9659, Email: passport@contacthamilton.ca

Or you can mail any of our programs at:

140 King Street East, Suite 4, Hamilton, ON L8N 1B2

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