



Accessibility for Individuals with Disabilities Feedback Process

The Ottawa Mission is committed to improving accessibility for people with disabilities and complying with the mandatory Customer Service Accessibility Plan addressed in Ontario Regulation 429/07 (“Customer Service Standard”) under the Accessibility for Ontarians with Disabilities Act 2005 (“AODA”).

The Ottawa Mission encourages feedback on the way that it supports Accessibility and inclusiveness in its workplace, and for the clients of and visitors to the organization. In particular, The Ottawa Mission invites input on how we can improve Accessibility in providing goods or services to People with Disabilities, so we can continually enhance our capabilities and support to the community. Those who wish to provide such Feedback are encouraged to do so, in any of the following ways:

- In Person:** Front Desk
35 Waller Street
Ottawa, ON K1N 7G4
- In Writing:** Front Desk – AODA Feedback
The Ottawa Mission
35 Waller Street
Ottawa, ON K1N 7G4
- By Telephone:** 613-234-1144, Ext. 221 or 223
- By FAX:** 613-234-2813
- By Email:** mission@ottawamission.com

Feedback Forms are available at The Ottawa Missions Front Desk or in PDF format on our web-site, www.ottawamission.com.

All Feedback will be directed to the Human Resources Department who will provide timely responses to Feedback submitted, whenever possible.

Thank-you,
The Ottawa Mission
