

## We Want Your Feedback

AllSteps Child Care is committed to providing goods and services that are accessible to all.

AllSteps Child Care will ensure that its policies, practices and procedures are consistent with the Accessible Customer Service principles. This includes dignity, independence, integration and equal opportunity.

### Personal Assistance

Your guide dog, service animal or support person are welcome to accompany you to help you access our services. Support persons may access our services without charge

### Alternative Formats

If you need our publications in a different format, just ask! Our staff will be happy to help you!

### Service Interruptions

If for whatever reason we have an interruption in our services, we will provide you with advance, reasonable notice wherever possible.

### Training and Communications

Our staff members are specially trained to provide services and goods to persons with disabilities. We are prepared and willing to meet your needs!

Thank you for taking the time to share your feedback with AllSteps Child Care.

Your comments are important as we want to make your experience with us the best it can be.



Submit this form to any AllSteps Child Care facility or mail it to:

**Accessible Services for Persons with Disabilities**

**AllSteps Child Care**

930 Woodbine Road  
Kingston, ON  
K7P 2X4

Tel.: 613-384-5051

Fax: 613-384-9827

TTY: 1-800-855-0511

Website: [www.allsteps.ca](http://www.allsteps.ca)

Program and location visited: \_\_\_\_\_

Date of Visit: \_\_\_\_/\_\_\_\_/\_\_\_\_

Time of Visit: \_\_\_\_\_ am / pm

What services were you looking for:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Was our service provided to you in an accessible manner?

Yes

Somewhat

No

Comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



What Could AllSteps Child Care do to make it easier for you to access our goods and services?

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Additional Comments:

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Would you like to be contacted?

No, I do not need to be contacted.

Yes, contact me (circle one):

Mail      Phone      Email

Complete only if you need a reply:

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_

Postal Code: \_\_\_\_\_

Phone (Daytime): \_\_\_\_\_

Email: \_\_\_\_\_

AllSteps Child Care is collecting this information so that we can respond to your feedback. Information will not be shared or used for any other purpose.