

Personal Assistance

Your guide dog, service animal, or support person is welcome to visit our facilities with you to assist you in accessing our goods and services.

Publications

Should you need access to any of our publications in an alternate format please fill out the request form online or on the inside of this brochure or call 1.888.526.5552 ext. 22129.

Assistive Devices

Many of our facilities have assistive devices (such as a lift or elevators); should you need further assistance or require your own assistive device, please do not hesitate to contact us.

Disruption of Service

If, for whatever reason, we have an interruption in service, we will do our best to provide notice of the disruption, an indication of the expected length of the disruption, as well as instructions regarding alternative options when available.

Communications

TLDSB staff members have been trained to provide services to persons with disabilities; feel free to ask for help when needed. Provide your feedback to us by filling in and submitting the Feedback Form contained in this brochure.

Comments, questions, feedback, or concerns are welcome!



By mail



In person
at any TLDSB facility



By telephone
1.888.526.5552 x 22129



Online at www.tldsb.ca
Accessible Customer Service



E-mail info@tldsb.on.ca.



www.tldsb.ca
1.888.526.5552

Corporate Office:

P.O. Box 420, 300 County Road 36
Lindsay, ON K9V 4S4
(705) 324.6776

Bracebridge Office

76 Pine Street, Bracebridge, ON P1L 1N4
(705) 645.8704

What you
need to know
about:

**Accessible
Customer
Service**

Accessibility

*rillium
Lakelands*
DISTRICT SCHOOL BOARD



Please complete the following information ONLY if you require a reply to the feedback/ comments you have provided:



NAME:



ADDRESS:



PHONE:

EMAIL:

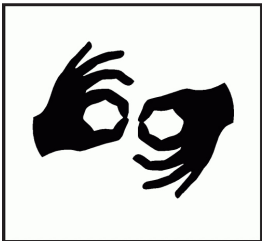


Please contact me via:

PHONE

MAIL

EMAIL



CUSTOMER FEEDBACK

Location Visited:

Date of Visit: ___/___/___

What services were you looking for?

Was our customer service provided to you in an accessible manner?

Yes No Somewhat

Please explain:

What could TLDSB do to make it easier for you to access our services?

Please include any questions, concerns or compliments (attach additional paper if required).

NOTICE OF COLLECTION: Personal information contained on this form is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and may be used as necessary for responding to the feedback you provided. Questions about this collection should be directed to the Superintendent Responsible for Freedom of Information.

REQUEST FOR DOCUMENTATION IN AN ALTERNATIVE FORMAT

TLDSB is committed to providing information in a format that meets your needs. If you need information in an alternate format please use this form to let us know what will work for you. Alternatively, you may make the request over the telephone.

Name: _____

Address: _____

City/Town: _____

Postal Code: _____

Telephone: _____

Email Address: _____

Name of Document Required:

Format requested (html, text, etc.):

Please specify any technical needs:

Date needed: _____

OFFICE USE ONLY:

Date received: _____

Reply Date (if required): _____

Notes / File Reference: _____