

Feedback Process

Feedback regarding the way PFRC provides services to people with disabilities can be made by:

- Telephone
- email
- fax
- or in person

See the back of this pamphlet for contact information.

Any feedback will be forwarded to the Executive Director or designate and participants can expect to receive a response within 5 days.



Peterborough Family Resource Centre

201 Antrim Street
Peterborough, ON
K9H 3G5

Phone: 705-748-9144
Fax: 705-748-9177
Email: administrator@pfrc.ca
www.pfrc.ca

Peterborough Family Resource Centre

Accessible Customer Service Policy



PFRC's Accessible Customer Service Policy

PFRC staff strives at all times to provide service in a way that respects the dignity and independence of people with disabilities.

Communication:

We will communicate with people with disabilities in ways that take into account their disability.

Training:

PFRC provides training to staff and volunteers on how to provide service to people with disabilities.

Service Animals:

Service animals are welcome on the parts of our premises that are open to the public.

Support Persons:

PFRC staff welcome people with disabilities who are accompanied by a support person. If PFRC holds an event for which an admission is charged, no admission fee will be charged to support persons.

Documentation:

PFRC's full policy is available by contacting our office by telephone, email or in person.

Assistive Devices:

We are committed to serving people with disabilities who use assistive devices to obtain, use or benefit from our services.

Notice of Temporary Disruption:

PFRC will advise participants with notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. The notice will be placed at all public entrances at each site, as well as online and on our phone message system.