

# ACCESSING OSSTF/FEESO

ACCESSIBILITY AND AODA

CUSTOMER SERVICE



At OSSTF/FEESO  
we believe that  
everyone should  
be treated with  
dignity and respect.

Alternate formats are available upon request.



Ontario Secondary School Teachers' Federation  
Fédération des enseignantes-enseignants  
des écoles secondaires de l'Ontario  
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OSSTF/FEESO represents over 60,000 education workers who are employees of school boards, universities and other educational institutions in Ontario. OSSTF/FEESO has a provincial office in Toronto and hosts provincial and regional events in many venues. The vast majority of our Districts have a local office to provide services to members. Districts and Bargaining Units also host events in other venues.

## The Accessibility for Ontarians with Disabilities Act, 2005 (AODA)

In 2005, *The Accessibility for Ontarians with Disabilities Act (AODA)*, was enacted mandating accessibility standards. The accessibility standards coming into force will address:

- Customer Service
- Transportation
- Information and Communication
- Employment and
- The Built Environment

The Customer Service Standard is the first standard under the AODA coming into effect January 2012 for Unions. Compliance requires that OSSTF/FEESO develop:

- Policies, procedures, and practices dealing with customer service
- Provide training to OSSTF/FEESO members who deal with members or members of the public

As part of our commitment to providing quality services, goods and opportunities to our members and others, OSSTF/FEESO will make reasonable efforts to ensure that its policies, statements, procedures and practices pertaining to providing goods and services to individuals with disabilities are consistent with the following guiding principles:

- Goods and services will be provided in a manner that demonstrates respect for the dignity of individuals with disabilities;
- Goods and services will be provided to individuals with disabilities in an integrated manner unless an alternative is necessary to enable them to access goods or services; and,
- Individuals with disabilities will be given an opportunity equal to others to access goods and services.

## Tips for interacting with people with disabilities.

- Patience and a willingness to find a way to communicate are your best tools
- Usually simple changes are all that are required.
- If you're not sure what to do – ask “How may I assist you?”
- Speak directly to a person with a disability not to their interpreter.
- Don't touch or address service animals – they are working and have to pay attention at all times.
- Never touch a person's assistive device without their consent.
- Write in clear print using contrasting colours between text and background.
- Do not assume what a person can and cannot do.
- If speaking with a person in a wheelchair or scooter for an extended period of time, sit so you are at eye level with them.
- Don't put your hands in front of your face while speaking.
- Keep paper and pen handy.

## Some disabilities may be invisible.

Some examples include:

- Rheumatoid Arthritis
- Deaf
- Hard of hearing
- Coronary-Pulmonary Conditions
- Tourette Syndrome
- Medical Conditions (eg. Diabetes, Chronic Pain, etc.)
- Multiple Sclerosis
- Schizophrenia
- Depression
- Phobias
- Bipolar, anxiety and mood disorders
- Autism
- Dyscalculia (problems in mathematics)
- Dysgraphia (writing and fine motor skills)

## Frequently Asked Questions:

**Q.** I am allergic to dogs and another member has a service dog. What do I do?

**A.** Common allergic reactions are not considered disabilities. Use a well ventilated area or limit exposure to the animal.

**Q.** Who has to be trained by OSSTF/FEESO?

**A.** Anyone dealing with OSSTF/FEESO members on behalf of OSSTF/FEESO. This includes: Bargaining Unit Executives, Workplace Representatives, Branch Representatives, Provincial Committee Members, and District Office Staff.

**Q.** Do we have to add ramps or elevators to our office right now to comply?

**A.** No. The compliance standard will not come into effect until a later date, but no later than January 1st, 2025.

**Q.** How can I accommodate an individual in a wheelchair or scooter?

**A.** Look for an accessible location that takes into consideration the pathways and washrooms. If needed, raise the table so that the assistive device can fit underneath (telephone books can be used!)

**Q.** If our meeting is not held on OSSTF/FEESO premises, whose compliance guide do we use?

**A.** The organization that owns the building must have their own compliance guide and we must abide by their procedures.

## **OSSTF/FEESO AODA Customer Service Compliance Statements**

OSSTF/FEESO has developed compliance statements for the following that meet the requirements of the AODA Customer Service Standards:

- The Use of Assistive Devices
- Communication
- The Use of Service Animals by Individuals with Disabilities
- The Use of Support Persons by Individuals with Disabilities
- Notice of Temporary Disruptions in Services and Facilities
- Training
- Feedback and Complaints
- Agents and Others Providing Goods and Services on Behalf of OSSTF/FEESO
- Notice of the Availability of the Required Documents

### **Compliance Statements Application**

This Compliance Statements applies to every person who deals with OSSTF/FEESO members or the public on behalf of OSSTF/FEESO whether they do so as elected and appointed officials, employees, volunteers, agents or otherwise; and, every person who participates in developing OSSTF/FEESO policies, statements, procedures and practices that deal with providing goods and services to members or the public.

### **Equity Statement**

OSSTF/FEESO is a democratic union that recognizes the importance of encouraging and supporting involvement by all members, while recognizing that some members have historically been marginalized. For the Federation to be at its best, all members must see themselves reflected in its goals, structures, and practices. OSSTF/FEESO will strive to identify and eliminate barriers to participation through programs, procedures, bylaws, and policies supported by specified resources and education.

OSSTF/FEESO supports equity, diversity, and social justice within the union, the workplace, and in broader society. Not all discrimination is deliberate or visible. Inadvertent, hidden and systemic discrimination must be identified and addressed. Discrimination and harassment must not be ignored when we see it. Overt discrimination and harassment within the Federation must be challenged and rectified. The marginalization of certain groups must be specifically recognized.

For OSSTF/FEESO, these groups include, but are not necessarily limited to, women, people of colour, lesbian, gay, bisexual, transgendered, queer, intersexed, questioning, two-spirited, First Nations, Inuit, Métis, people with disabilities, francophones, and those whose participation is impeded because of economic circumstances or family status. Equal opportunity to participate in the Federation does not mean treating all members the same. Within a democratic framework, promoting the engagement of members of equity-seeking groups is a valid and necessary approach to reaching equal outcomes.

OSSTF/FEESO will be guided in its efforts to eliminate barriers by valid research, regular review, and consultation with the membership. Federation programs and policies designed to eliminate barriers must not only do so, they must be widely seen to do so.

### **Guiding Principles for the Provision of Goods and Services**

As part of our commitment to providing quality services, goods and opportunities to our members and others, OSSTF/FEESO will make reasonable efforts to ensure that its policies, statements, procedures and practices pertaining to providing goods and services to individuals with disabilities are consistent with the following guiding principles:

- goods and services will be provided in a manner that demonstrates respect for the dignity of individuals with disabilities;
- goods and services will be provided to individuals with disabilities in an integrated manner unless an alternative is necessary to enable them to access goods or services; and,
- Individuals with disabilities will be given an opportunity equal to others to access goods and services.

### **The Use of Assistive Devices**

When visiting OSSTF/FEESO individuals with disabilities may use their own assistive devices or, where they exist and are available, they may use the devices or other reasonable assistance provided by OSSTF/FEESO.

### **Communication**

When communicating with individuals with disabilities OSSTF/FEESO elected and appointed officials, employees, volunteers, agents and other representatives will do so in a manner that takes the person's disability into consideration. Interactions dealing with accommodating individuals with disabilities will be done with sensitivity and discretion.

## **The Use of Service Animals by Individuals with Disabilities**

Individuals with disabilities who require the assistance of a service animal will be permitted to be accompanied by the animal where OSSTF/FEESO provides its goods and services on premises that it owns or operates and if OSSTF/FEESO members and other members of the public have access to these areas, unless the animal is excluded by law.

If the animal is excluded by law, OSSTF/FEESO will ensure that other measures are available to permit the person to have access to its goods and services.

## **The Use of Support Persons by Individuals with Disabilities**

Individuals with disabilities will be permitted to enter areas with their support person where OSSTF/FEESO provides its goods and services on property it owns or operates, and if the public and other third parties have access to the premises. Additionally, they will not be prevented from having access to their support person while on the premises.

OSSTF/FEESO may require that individuals with disabilities be accompanied by a support person if a support person is necessary to protect the health and safety of the person with the disability or others.

Advanced notice will be given of the fees charged for a support person's admission to OSSTF/FEESO events or in relation to their presence on the premises.

## **Notice of Temporary Disruptions in Services and Facilities**

OSSTF/FEESO will provide notice to the public of temporary disruptions in facilities or services that are usually used by individuals with disabilities to access services.

## **Training**

OSSTF/FEESO will ensure that the following persons receive training required by the AODA:

- all persons who deal with members or other members of the public on behalf of OSSTF/FEESO, whether they do so as elected or appointed officials, employees, volunteers, agents, or otherwise; and,
- all persons who participate in developing OSSTF/FEESO policies, procedures and practices dealing with the provision of goods and services to members or other members of the public.

The content of training must include:

- the purpose of the Accessibility for Ontarians with Disabilities Act;
- the requirements of the Accessibility Standards for Customer Service;
- how to interact and communicate with individuals with various types of disabilities;
- how to interact with individuals with disabilities who use assistive devices or who require the assistance of a service animal or support person;
- information about the assistive devices made available by OSSTF/FEESO that may help individuals with disabilities access its goods and services;
- what to do if an individual with a disability is having difficulty accessing goods and services; and,
- instruction on OSSTF/FEESO compliance statements, procedures and practices pertaining to the provision of goods and services to individuals with disabilities.

## **Timeline for Training**

Training will be provided as soon as practicable after elected or appointed officials, employees, volunteers and other persons are assigned the applicable duties. Training will also occur on an on-going basis as changes are made to the compliance statements, procedures and practices dealing with the provision of goods and services to individuals with disabilities.

## **Keeping Records of Training**

OSSTF/FEESO will keep records of the training required by these compliance statements, including the number of persons trained and the dates on which training occurred. The names of individuals trained will be recorded for training administrative purposes subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

## **Feedback and Complaints**

Feedback and complaints about the manner in which goods and services are provided to individuals with disabilities may be made in-person, by telephone, electronically, in writing or by other reasonable methods

## **Agents and Others Providing Goods and Services on Behalf of OSSTF/FEESO**

Agents and others providing goods and services on behalf of OSSTF/FEESO must abide by the Accessibility Compliance Statements and its corresponding Procedures and Practices.



## Notice of the Availability of the Required Documents

OSSTF/FEESO will provide notice that the documents required by the Accessibility Standards for Customer Service are available to the public upon request.

## Format of the Documents

When providing the documents to the public, the documents or the information contained in them will be provided in a format that takes the person's disability into account.

## Review and Modification of this Compliance Statements

OSSTF/FEESO is committed to ensuring that the Accessibility Compliance Statements for Members and other Customers and its corresponding Procedures and Practices respect and promote the dignity and independence of individuals with disabilities. Therefore, no changes will be made to this Compliance Statements before considering the effect on people with disabilities and consistency with legislation.

## Providing Goods and Services to Individuals with Disabilities including the Use of Assistive Devices

### Application

These procedures and practices deal with the manner in which goods, services and events are provided by or on behalf of OSSTF/FEESO to individuals with disabilities.

### Serving Individuals with Disabilities including the Use of Assistive Devices

It is important for all individuals to access the goods, services and events provided by OSSTF/FEESO. In some situations individuals with disabilities will require certain modifications in the way goods and services are provided. OSSTF/FEESO will make reasonable efforts to accommodate them in a manner that abides by the guiding principles of demonstrating respect for their dignity and independence, providing equality of opportunity and providing goods, services and events to individuals with disabilities in a manner that is integrated with others.

## Communicating with Individuals with Disabilities

An important aspect of accommodating people with disabilities is to communicate in a manner that takes their disability into consideration. OSSTF/FEESO representatives will be trained on how the following forms of communication can assist individuals with disabilities:

- Typing or writing back and forth
- Speaking more slowly or clearly
- Communicating through electronic means, such as e-mail and
- Using gestures.

For example, where suitable, OSSTF/FEESO representatives will communicate in writing with people who are hard of hearing or deaf or with people who have speech disabilities.

## Accommodating individuals with Disabilities

Individuals who require assistance should inform an OSSTF/FEESO representative so that their accommodation requests can be addressed.

Before offering assistance to a person with a disability, OSSTF/FEESO representatives are instructed to ask the person how they would like to be assisted instead of making assumptions about how to help them. Interactions dealing with accommodating individuals with disabilities will be done with sensitivity and discretion.

### *Considerations for Determining Accommodation*

Individuals with disabilities may require some form of assistance or changes in the way services are provided. When determining a suitable means of accommodating someone with a disability consider the effect the accommodation will have on the following:

- The guiding principles of the Accessibility Standards for Customer Service
- The nature of the goods, services or events.
- The ability of others to access goods, services or events in their intended manner
- The health or safety of the person with the disability and others, and
- Costs

### a. Informal Accommodation

Often individuals with disabilities require simple forms of accommodation that can be provided quickly and easily, such as assistance filling out forms or reading menus to someone who is blind, or locating restrooms or other destinations.

## **b. Formal Accommodation**

Formal accommodation includes various forms of assistance or special arrangements including, but not limited to, providing documents in Braille or providing real-time captioning services.

### **Advanced Notice for Requests**

Advanced notice and the completion of an accommodation form will be required for certain accommodations. For example, due to the scarcity of sign language interpreters and real-time captionists as well as other forms of accommodation, we strongly advise that the OSSTF/FEESO office be notified of requests as soon as possible. Accommodation requests should be directed to the appropriate designate.

### **Individuals who use Assistive Devices**

Individuals may use their own assistive devices, such as wheelchairs, scooters, walkers, or other assistive devices when visiting OSSTF/FEESO premises or they may use the devices provided by OSSTF/FEESO, where they are available.

### **Requirements for the Safe Operation of Assistive Devices**

For the safety of everyone assistive devices must be operated in a controlled manner at all times.

### **Restrictions in the use of Assistive Devices**

Due to health and safety reasons some assistive devices will not be permitted in certain areas. If an assistive device cannot fit into an OSSTF/FEESO area or is not permitted into an OSSTF/FEESO area staff will offer to serve members or others with disabilities in another manner, if possible. For example, where appropriate and possible staff will offer the use of an alternative assistive device or bring the goods or services to the individual.

Note that OSSTF/FEESO will not be responsible for loss or damage to property however caused.

### **The use of Recording Devices**

All individuals will respect the confidential nature of meetings and discussions when using recording devices and agreement may need to be reached with respect to the disposition of any recordings.

## **Transferring On and Off of Assistive Devices**

OSSTF/FEESO representatives are not able to provide physical assistance to members or other members of the public such as assistance transferring on or off assistive devices. Members must be able to transfer on and off of their assistive devices independently or with the assistance of their support person.

### **The Privacy of Accommodation Requests**

Requests for accommodation will be kept confidential and subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

## **Support Person Procedures and Practices**

### **Application**

These procedures and practices apply where OSSTF/FEESO provides its goods, services and events on premises it owns or operates and where OSSTF/FEESO members and other members of the public have access.

### **Support Persons for Individuals with Disabilities**

Some individuals with disabilities may require the assistance of a support person to help them access the goods, services and events provided by OSSTF/FEESO. Support persons may be a family member, friend or a trained caregiver. The assistance they provide may include helping someone with personal care, monitoring the individual's health, communication and other forms of assistance.

### **Support Persons**

Individuals with disabilities may enter OSSTF/FEESO premises with their support person and will not be prevented from having access to them while on OSSTF/FEESO premises.

### **Health and Safety Requirements and the Need for Support Persons**

In some situations OSSTF/FEESO will require individuals with disabilities to be accompanied by a support person if one is necessary to protect the health and safety of the person with the disability or the health and safety of others while on OSSTF/FEESO premises.

In these rare incidences the OSSTF/FEESO designate must determine if a support person is required. Decisions will be based on the individual

and not on stereotypes about their disability. If no support person is available the designate will determine if an acceptable alternative means of providing goods and services is available or whether services should and can be rescheduled when appropriate arrangements can be made.

The OSSTF/FEESO designate will approach these discussions with sensitivity and discretion.

It should be understood that OSSTF/FEESO representatives are not permitted to provide physical assistance to members or others with disabilities. Support persons must be capable and available to provide assistance if necessary.

### **Dealing with the Confidential Matters**

Consent will be required from any person if their confidential matters are addressed in the presence of a support person or where OSSTF/FEESO determines consent necessary. In some situations support persons may be required to sign a confidentiality statement.

Requests for accommodating individuals with disabilities will be treated as confidential and subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

### **Notice of Fees for Support Persons**

Where admission fees are charged, notice of the fees for support persons who are accompanying a member or others with a disability will be provided in advance.

## **Service Animals Procedures and Practices**

### **Application**

These procedures and practices apply where OSSTF/FEESO provides goods and services on premises it owns or operates and where OSSTF/FEESO members and other members of the public have access.

### **The Use of Service Animals by Individuals with Disabilities**

Service animals provide a wide range of support including, guiding people who are blind, alerting people who are hard of hearing or deaf to certain sounds, emotional support to people with mental illness.

### **Identifying Service Animals**

A service animal may be a guide dog or any other animal that assists a person with a disability. Some service animals are clearly identified by their vest or harness.

If it is not obvious that the animal is a service animal OSSTF/FEESO representatives may ask for a letter from a physician or nurse stating that the animal is required for reasons related to a disability or for a valid identification card or training certificate from a recognized service animal training school such as the Lions Foundation of Canada.

### **Asking for Service Animal Identification**

When asking for service animal identification OSSTF/FEESO representatives will do so with sensitivity and discretion.

### **Allowing Service Animals onto OSSTF/FEESO Premises**

Members or others with disabilities are permitted to keep their service animal with them while on OSSTF/FEESO premises if the public and other third parties are permitted into these areas. An exception exists if the animal is excluded by law. If the animal is excluded by law, OSSTF/FEESO will offer to accommodate the person in another manner.

## **Service Animals Procedures and Practices**

### **Areas off Limits to Service Animals**

#### *Restricting Service Animals By Law*

Ontario Regulation 562 under the Health Protection and Promotion Act, states that animals are not permitted where food is prepared, processed, handled, served, displayed, sold, offered for sale, or processed. Exceptions are made for service dogs to allow them into areas where food is served, sold and offered for sale. For example, service dogs are allowed in restaurants but other service animals are not.

#### *Municipal By-Laws*

Some municipal by-laws restrict the types of animals permitted in their jurisdictions. Individuals who use service animals are advised to check with the Town or City Clerk's Department of the town or city they will be visiting to make certain that their service animal is permitted in that municipality. If the service animal is not permitted, members and other members of the public are advised to arrange for another form of support, if necessary.



### *Other Areas Off-Limits to Service Animals*

For health and safety reasons OSSTF/FEESO may identify certain areas as off-limits to service animals or to certain types of service animals. If members or other members of the public have concerns or questions they should contact the OSSTF/FEESO office they intend to visit.

## **Responsibilities of Individuals with Service Animals**

Persons with service animals must:

- keep the animal in control at all times;
- not leave the animal unattended;
- make certain the animal is well behaved and as unobtrusive as possible;
- ensure the animal is not a threat to the health and safety of any person or other animals;
- ensure the animal's immunizations are up-to-date; and,
- wherever possible they should clean up after their service animal.

It should be understood that OSSTF/FEESO representatives are not permitted to handle or care for service animals.

## **Removal of Service Animals from OSSTF/FEESO**

For the safety of everyone service animals will be required to leave OSSTF/FEESO if they display the following:

- Threatening behaviour - including aggressive barking, growling or other aggressive behaviour.
- Damage to persons or property - owners are responsible for damage caused by their service animal.
- Contagious Illness - where there is a risk that the illness may spread to others

### *Informing Individuals to Remove Service Animals*

When informing a person that their service animal is not permitted on OSSTF/FEESO premises or must be removed from the premises OSSTF/FEESO representatives will explain the reasons why, discuss alternative forms of accommodation and address the matter with sensitivity and discretion.

## **Fear and Allergic Reactions to Animals**

Common allergic reactions and fear of animals are not disabilities. As a courtesy OSSTF/FEESO will attempt to accommodate individuals who have common reactions to service animals.

Although rare, severe and debilitating reactions to animals will be accommodated, by limiting exposure to the animal or by making reasonable efforts to provide services in another manner.

# **Notice of Temporary Disruptions in Services and Facilities**

## **Application**

These procedures and practices apply when there is a temporary disruption in the services or facilities usually used by individuals with disabilities in order to access OSSTF/FEESO premises or its goods, services and events.

## **Procedures and Practices for Providing Notice of Temporary Disruptions in Services and Facilities**

When a temporary disruption occurs in services and facilities usually used by individuals with disabilities OSSTF/FEESO will make reasonable efforts to provide notice. Examples of these facilities and services include, but are not limited to, ramps, elevators, automatic doors and accessible washrooms. Disruptions that occur due to an extensive power outage do not require notice to be provided since it is widely understood that certain facilities and services will be unavailable at these times.

## **Content of Notices**

Notices of service and facility disruptions will include the following information:

- 1.** the reason for the disruption;
- 2.** the expected length of the disruption; and
- 3.** information on alternative means of accessing the goods, services or events, if they exist.

## **Format and Placement of Notices**

Notices of disruptions will be posted clearly and in a format that is reasonable under the circumstances.

- Notices will be placed in conspicuous locations, such as the entrances of buildings experiencing the disruption, or the site of the disruption, or on the website, or by other methods considered reasonable under the circumstances.
- Visual notices will be provided in large clear print using contrasting colours between the text and its background.
- The format and placement of notices will consider the types of disabilities of members or others who use the disrupted service or facility. For example, when printed notices are used, OSSTF/FEESO will plan how to inform individuals who are blind of the disruption, if they use the disrupted service or facility.

## Responsibilities of OSSTF/FEESO Representatives

When becoming aware of an unexpected disruption in services or facilities OSSTF/FEESO representatives will notify the OSSTF/FEESO designate responsible for the disrupted service or facility so that they can follow the notification procedures.

### OSSTF/FEESO Responsibilities

OSSTF/FEESO representatives who are responsible for the service or facility experiencing the disruption, or their designate will:

1. Determine a reasonable amount of advanced notice for planned disruptions, such as elevator maintenance and ramps that are blocked due to construction.
2. Provide notice of unexpected disruptions as soon as reasonably possible.
3. Determine an appropriate format and location for notices that will consider the disabilities of members or others who use the service or facility.
4. Identify alternative means of accessing goods and services affected by the disruption, if alternatives exist.
5. Make certain that notices contain the required content, including the location of alternative services, facilities or technologies and how to acquire them.
6. Remove notices at the end of the service or facility disruption.

Reasonable efforts should be made to provide notice so that individuals with disabilities have time to consider alternatives that may be available. For example, due to certain disruptions a member may require additional time to arrange for a support person, or to book transportation services for an alternative meeting date or location.

## Feedback Process

### Purpose

This feedback and complaints process is intended for comments regarding the manner in which goods and services are provided to individuals with disabilities.

### The Importance of Feedback

Feedback helps to identify where changes might be needed so that OSSTF/FEESO can achieve its commitment to providing accessible goods, services and events to all of its members and other members of the public.

## Where to Find Information about the Feedback and Complaints Process

Information about the feedback process as well as the Feedback and Complaints Form are available at [www.osstf.on.ca/contact](http://www.osstf.on.ca/contact). Additionally, OSSTF/FEESO representatives can provide information on how to give feedback or make a complaint.

### How to Give Feedback

Feedback may be provided in person, by telephone, in writing, or by email. To improve the ability of OSSTF/FEESO to effectively address feedback it is recommended that it be received as soon as possible.

## Making a Complaint at the Local Level or the Provincial Level (Depending upon Who sponsored the Event)

### a. Informal Resolution

Complaints about the manner in which services are provided to individuals with disabilities, or about the accommodation provided to them should be addressed with the OSSTF/FEESO representative involved in the situation as soon as possible. The complainant and the OSSTF/FEESO representative can work towards a satisfactory resolution. If a resolution cannot be reached the OSSTF/FEESO representative will inform the individual of the option of making a formal complaint.

### b. Formal Complaint Resolution

At this stage, the individual will be directed to the General Secretary who will assign someone to work with them towards a resolution.

Alternatively, they may complete a Feedback Form which will be forwarded to the appropriate Associate General Secretary.

### c. OSSTF/FEESO Review of Complaints

After reviewing the formal complaint information the complainant will be contacted about the progress of the complaint.

### d. Appeal to the General Secretary

If a satisfactory resolution is not achieved, an appeal may be forwarded to the General Secretary or their representative who will work with the parties involved to towards a resolution.

## Accessible Formats of Feedback Proceedings

Information pertaining to the feedback and complaints process, including the Feedback and Complaints Form, will be provided in a format that takes the person's disability into consideration.

## Feedback about Others Providing Goods and Services on Behalf of OSSTF/FEESO

Individuals or organizations providing goods or services on behalf of OSSTF/FEESO must follow the Feedback Process and assist OSSTF/FEESO with investigations and provide all relevant information when requested.

## Confidentiality

Information pertaining to members or other members of the public, their complaint, and any persons, who may be named in the complaint, will be held in confidence subject to the Freedom of Information and Protection of Privacy Act (FIPPA).

### Questions about the Compliance Statements

For questions about the compliance statements or to receive a copy of the compliance statements, please contact OSSTF/FEESO at:

**Jane Ste-Marie**

[www.osstf.on.ca/contact](http://www.osstf.on.ca/contact)

60 Mobile Drive, Toronto, Ontario M4A 2P3

**TEL** 416.751.8300

**TEL** 1.800.267.7867

**FAX** 416.751.3394

### Contact Information

Feedback and complaints about situations that occurred at the Provincial Office located at 60 Mobile Drive should be directed to:

**Jane Ste-Marie**

[www.osstf.on.ca/contact](http://www.osstf.on.ca/contact)

60 Mobile Drive, Toronto, Ontario M4A 2P3

**TEL** 416.751.8300

**TEL** 1.800.267.7867

**FAX** 416.751.3394

Feedback and complaints about local functions or events should be directed to the local office.

Individuals will develop and publicize their feedback and complaint process.