



MEMO

To: Accessibility Advisory Committee

From: Deputy Clerk and Accessibility Coordinator

Date: November 9, 2023

Subject: Accessible Customer Service Policy

In Fall of 2019 the Accessibility Standards for Customer Service Policy and the Accessible Formats and Communication Support Policy were revised by the Human Resources Department at the time. There is also an Accessible Customer Service Feedback form. All of these documents can be found on the City's website under the drop down menu "City Hall" then the tab "Accessibility". These can also be provided to the public in paper format if requested. I am seeking comment and suggestions from committee members on how or if these policies and feedback form could be improved.

Respectfully submitted,

A handwritten signature in black ink, appearing to be the initials "AL" in a cursive style.

Amanda Laurence