**Accessible Customer Service**

**Feedback or Request for Information and Communication Form**

The Simcoe Muskoka District Health Unit is committed to providing programs and services to meet the needs of everyone in our community. We recognize that the needs of our residents are diverse and strive to provide services and facilities which are accessible to everyone, including those with disabilities. We welcome your comments and requests to help us improve our services.

**Date and time of your visit**: Click here to select a date. Click here to enter time.

**Did we respond to your service needs?** [ ] Yes [ ] No

**Was our service provided to you in an accessible manner?** [ ] Yes [ ] No

**If No, please explain:** Click here to type response.

**Did you experience any problems accessing our programs or services?** [ ] Yes [ ] No

**If Yes, please explain:** Click here to type response.

**Please add any other comments you may have:**

**(please include if you would like to receive information/communication in another format e.g. large format, sign language interpreter, Braille)**

Click here to type response.

**If you wish to be contacted by a staff person, please provide your information:**

**Name**: Click here to type name. **Telephone**: Click here to type telephone number.

**Address**: Click here to type address. **Email**: Click here to type email address.

[ ] You may submit your feedback or request in any of the following ways:

1. Mail or Deliver to:

Simcoe Muskoka District Health Unit

Attention: Director of Program Foundations and Finance

15 Sperling Drive

Barrie, ON L4M 6K9

1. Fax: Attention: Director of Programs Foundations and Finance

705-721-1495

1. Phone: If you would prefer to speak to someone at the health unit please contact *Your Health Connection* at 705-721-7520 or toll free at 1-877-721-7520.
2. Email: [Click here](https://www.simcoemuskokahealth.org/HealthUnit/About/Contact/OnlineForm) to use our secure on-line *Your Health Connection* email to provide your feedback or request.

This information is collected under the authority of Health Protection and Promotion Act in accordance with the Municipal Freedom of Information and Protection of Privacy Act and the Personal Health Information Protection Act. This information will be used for the provision of public health programs and for statistical purposes. Any questions about the collection of this information should be addressed to the Privacy Officer.