

Organization category Business / non-profit

Number of employees range 20-49

Filing organization legal name Women's Health in Women's Hands

[REDACTED]

Fields marked with an asterisk (*) are mandatory.

B. Understand your accessibility requirementsBefore you begin your report, you can learn about your accessibility requirements at ontario.ca/accessibility

Additional accessibility requirements apply if you are:

- [a municipality](#)
- [an education institution \(e.g. school board, college, university or school\)](#)
- [a producer of education material \(e.g. textbooks\)](#)
- [a library board](#)

C. Accessibility compliance report questions**Instructions**

Please answer each of the following compliance questions. Use the Comments box if you wish to comment on any response.

If you need help with a specific question, click the help links which will open in a new browser window. Use the link on the left to view the relevant AODA regulations and the link on the right to view relevant accessibility information resources.

Provide accessible customer service

1. Does your organization permit people with disabilities who are accompanied by a guide dog or service animal to keep the animal with them, unless otherwise excluded by law? *

 Yes No[Read O. Reg. 191/11 s.80.47: Use of service animals and support persons](#)[Learn more about your requirements for question 1](#)Comments for
question 1

2. If a person with a disability is accompanied by a support person, does your organization ensure that the persons are permitted to enter the premises together and that the person with a disability is not prevented from having access to the support person while on your premises? *

 Yes No[Read O. Reg. 191/11 s.80.47\(4\): Use of service animals and support persons](#)[Learn more about your requirements for question 2](#)Comments for
question 2

3. Does your organization ensure that the required persons receive training on the accessibility standards for customer service? *

 Yes No[Read O. Reg. 191/11 s.80.49: Training for staff](#)[Learn more about your requirements for question 3](#)Comments for
question 3

4. Has your organization established a process for receiving and responding to feedback on the accessibility of its customer service and does it make information about the feedback process readily available to the public? *

Yes No

[Read O. Reg. 191/11 s.80.50: Feedback process for providers of goods or services](#)

[Learn more about your requirements for question 4](#)

Comments for
question 4

5. Other than the requirements cited in the above questions, is your organization complying with all other requirements in effect under the Customer Service Standard? *

Yes No

[Read O. Reg. 191/11: Part IV.2: Customer Service Standard](#)

[Learn more about your requirements for question 5](#)

Comments for
question 5
