

**Canadian Mental Health Association, Hamilton Branch  
2017 Accessibility Compliance Report**

**Accessibility compliance report questions**

**Yes/No**

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