

Accessible Client Service – Plain Language

Resolve Counselling Services Canada does not discriminate in providing service to clients.

Resolve Counselling Services Canada recognizes that persons with disabilities should be able to benefit from the same access to services, in the same place and in a similar way to other clients. We want to respect your independent choices and dignity when serving you.

Resolve Counselling Services Canada encourages persons with disabilities to use their own assistive devices, service animals or support persons to access our services. If you need assistance from one of our staff, please identify your specific need. We will do our best to accommodate you or find a reasonable alternative.

When there is any disruption to our service, Resolve Counselling Services Canada will post a notice at the appropriate office location and/or post it on our website. If you have an appointment booked during that time, we will also try to contact you to let you know about the change.

Resolve Counselling Services Canada is committed to identifying and removing barriers to service for persons with disabilities. You can give us feedback about your service at Resolve Counselling Services Canada and any accessibility issues. You can talk to someone while you're at the office, call us, email us, or fill out our Accessibility Feedback Form.

All Resolve Counselling Services Canada employees and volunteers will be trained on the various aspects associated with providing client service to persons with disabilities.

Resolve Counselling Services Canada will let clients know that they are working on meeting all the standards to become a fully accessible agency.

Resolve Counselling Services Canada will post a notice at all office locations and/or post it on our website. A copy of the documents will also be available at our office.