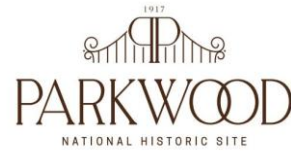


Parkwood Accessibility Feedback Process



Parkwood National Historic Site welcomes feedback on how we provide accessible customer service. Feedback helps us identify barriers and respond to concerns, ensuring that our facilities, services, and experiences are accessible to all visitors.

Availability of Accessible Formats & Communication Supports

Parkwood will, in advance where possible and always in a timely manner, provide the feedback process in accessible formats and with communication supports, upon request, at no additional charge. Examples may include:

- A staff member completing the form with the individual verbally (by phone or in person)
- Email correspondence
- Large-print or simplified text versions
- Other formats or supports as requested and feasible

Visitors may request an alternate format or communication support by contacting:

Email: info@parkwoodestate.com

Phone: 905-433-4311

In person: Parkwood Gift Shop / Parkwood Administration Office

We will always work with the individual to determine the most appropriate accessible format or support based on needs.

Public Notification

Parkwood will notify the public about the availability of our accessible feedback process:

- On our website, where the feedback form is posted
- Through signage in the Parkwood Gift Shop/Tour Office
- During staff interactions when concerns or feedback arise

Signage will indicate that paper copies of the feedback form and accessible communication support are available upon request.

Procedures for Receiving and Responding to Feedback

1. Form Availability

- Feedback forms are available:
 - On the Parkwood website (downloadable PDF)
 - In the Parkwood Gift Shop/Tour Office
 - In the Administration Office

Parkwood Accessibility Feedback Process

Guests may submit completed forms:

- By email to info@parkwoodestate.com
- In person at the Gift Shop/Tour Office or Administration Office

2. Submission Handling

- Front-line staff will secure completed paper forms within the daily deposit to be transferred to the Guest Experience Office.

3. Review Process

Once received, the form is immediately routed to Parkwood's Guest Experience staff, who will:

1. Respond directly to general concerns;
2. Forward the feedback to the relevant department head when required;
3. Submit concerns to Parkwood's Joint Health & Safety Committee for review and organizational discussion when appropriate;
4. Elevate the matter to the Executive Director when needed.

Communicating with People with Disabilities

Parkwood communicates with individuals with disabilities in ways that take into account their accessibility needs. Upon request, if completing the feedback form independently is not accessible to the individual, Guest Services staff will:

- Call the person (or meet in person),
- Read the form line by line, and
- Record the guest's feedback, comments, or concerns on their behalf.

Examples of alternate communication methods that may be used include:

- Verbal communication (phone or in-person)
- Email or written correspondence
- Printed materials in large print
- Allowing a support person to assist with communication
- Use of assistive devices