



REBOUND CHILD & YOUTH SERVICES INC.

700 D'Arcy Street North, Unit 20, Cobourg, ON K9A 5T3
Tel (905) 372-0007 Fax (905) 372-0070

MISSION:

To provide children, youth and their families with programs and supportive services that build strength of character and strength of community for the purposes of positive change.

***Accessibility for Ontarians with Disabilities Act 2005 and the
Accessibility Standards for Customer Service Regulation***

Rebound's Commitment

In fulfilling our Mission, Rebound is committed and strives at all times to provide its programs and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our programs and services and allowing them to benefit from the same services, in the same place and in a similar way as others who access our programs and services.

By way of fulfilling our commitment we need to inform you about the following:

Feedback Process

The ultimate goal of Rebound is to meet and surpass customer expectations while serving customers with disabilities. Comments on our services regarding how well those expectations are being met are welcome and appreciated.

Feedback regarding the way Rebound provides goods and services to people with disabilities can be made by e-mail, verbally, or in writing. Feedback can be provided anonymously.

All feedback should be directed to Laurie Thompson, Executive Director – by e-mail at thompsonl@rcys.ca; or by telephone at 905-372-0007 ext. 221; or in writing to 700 D'Arcy St. North, Unit 20, Cobourg, ON K9J 7A5.

Available Information

We are committed to providing accessible program/service information to all of our customers. For this reason, program/service information or information relating to our accessibility commitment will be provided in the following formats upon request: hard copy; large print; e-mail, provided there is no contravention of privacy and confidentiality policy and procedures.

We will also consider other formats upon request.