



HFS Administrative Office  
90 Shuter Street, Unit 206, Toronto, ON M5B 2K6  
Phone: (416) 214-1870  
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## **Accessibility for Ontarians with Disabilities Act AODA Customer Service Policy Statement**

### **Our Commitment:**

It is the policy of Homes First that all of our locations are committed to eliminating barriers and improving accessibility for people with disabilities and that all people have access to the goods and services that Homes First provides. We are committed to providing services in a manner that respects the dignity and independence of persons with disabilities.

We are happy to provide a copy of our policy upon request, please see Homes First Staff or send an email request to [admin@homesfirst.on.ca](mailto:admin@homesfirst.on.ca) .

Homes First welcomes feedback including feedback about the delivery of our services to persons with disabilities. Homes First acknowledge, investigate and responds to all comments, feedback or complaints relating to such services in a timely and objective manner.

Feedback about Homes First's delivery of goods and services to persons with disabilities with disabilities may be given in person, mail, via fax, or in electronic format.

All customers can submit feedback or questions to Homes First Staff in person or by sending an email to [admin@homesfirst.on.ca](mailto:admin@homesfirst.on.ca), via fax at (416) 214-1873,

Or via mail to:

Accessibility at Homes First,  
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