



**COUNSELLING CENTRES  
CENTRES DE COUNSELING**



## ***Accessible Client Service***

K3C Counselling Centres does not discriminate in providing service to clients.

K3C 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.

K3C 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, K3C 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.

K3C is committed to identifying and removing barriers to service for persons with disabilities. You can give us feedback about your service at K3C 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 K3C employees and volunteers will be trained on the various aspects associated with providing client service to persons with disabilities.

K3C will let clients know that they are working on meeting all the standards to become a fully accessible agency. K3C 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.