

**Please use this form for compliments or complaints about the support you received from LiveWorkPlay Employment Ontario Integrated Employment Services. “Integrated Employment Services” at LiveWorkPlay means any support from a member of our Employment Supports Team, which includes Employment Discovery Specialists and Employment Inclusion Specialists.**

Do you do feel you have a respectful relationship with your Discovery Specialist or Inclusion Specialist? This means that in your experience they listen to you and speak to you or write to you in a professional, clear, and kind manner. They understand your needs and are interested in your feedback and ideas. You feel that you included and valued in working together towards your employment goals.

- Always
- Sometimes
- Never
- I don't know

Is your Discovery Specialist or Inclusion Specialist on time for your meetings and appointments? In other words, are they reliable and punctual when interacting with you in person?

- Always
- Sometimes
- Never
- I don't know

We have standards for email and telephone communications. Please let us know if they are being met:

- Telephone calls (voice mail) and text messages are returned within one business day.
- Email is returned within two business days.

When we say “business days” it is because Saturday and Sunday are not “business days” under Employment Ontario. This means, for example, if you leave a voice mail on Friday at 2pm, the standard is to respond to you by Monday at 2pm. If you send an email on Thursday at 2pm, the standard is to respond to you by Tuesday at 2pm. When the weekend is not involved, it's easy: a voice mail on Monday at 2pm is to be returned by Tuesday at 2pm. An email on Monday at 2pm is to get a reply by Wednesday at 2pm. Does your Discovery Specialist or Inclusion Specialist meet these standards?

- Always
- Sometimes
- Never
- I don't know

Please provide any additional comments in the box, or you can type/write on the next page or back of the page:

You can post mail or drop off this form in a sealed envelope to Bayview Yards (our office building) at the reception desk:

LiveWorkPlay  
7 Bayview Station Rd.  
Ottawa, ON K1Y 2C5