

From: [Administration](#)
To: [REDACTED]
Subject: Response to Your Accessibility Concern
Date: July 18, 2025 10:35:00 AM
Attachments: [image001.png](#)

Dear [REDACTED],

Thank you for reaching out to share your concerns regarding exit accessibility at certain stores in Rockland, particularly Dollarama. We appreciate you taking the time to bring this to our attention, as accessibility is a priority for the City of Clarence-Rockland.

Based on the 2023–2027 Multi-Year Accessibility Plan, the City is committed to ensuring that its own facilities, programs, and services meet the standards outlined in the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). However, please note that private businesses, such as Dollarama and other retail establishments, are responsible for complying with AODA requirements for accessible customer service and barrier-free access within their premises.

Your concern is valid. Under AODA, businesses providing goods or services to the public must ensure that their facilities are accessible, including providing accessible entrances and doors with power-operated mechanisms where required. If these standards are not being met, the matter should be reported to the Accessibility Directorate of Ontario or the Ministry for Seniors and Accessibility, as they oversee compliance for private organizations.

We recommend the following steps:

1. File a complaint directly with the Accessibility Directorate of Ontario:
 - Phone: 1-866-515-2025
 - Email: accessibility@ontario.ca
2. Continue to document your concerns (dates, times, and details of any conversations with store management).

The City will also record your concern as part of our accessibility feedback process and will share this information with the appropriate parties where possible.

Thank you again for advocating for accessibility in our community.

Trusting this information to be satisfactory.

Best regards,



Karine McCulloch

Adjointe Greffière / Deputy Clerk

Cité de / City of Clarence-Rockland

1560, rue Laurier Street, Rockland ON K4K 1P7

613-446-6022 (2400)

kmcculloch@clarence-rockland.com

clarence-rockland.com

Le contenu de ce courriel (y compris les pièces jointes) est confidentiel et à l'intention du (des) destinataire(s) seulement. Toute distribution, utilisation ou reproduction du courriel ou des renseignements qui s'y retrouvent par une personne autre que son (ses) destinataire (s) prévu est interdite. Si vous recevez cette transmission par erreur, veuillez m'aviser immédiatement par téléphone en utilisant le numéro mentionné ci-haut. Veuillez effacer ou détruire toutes copies de ce courriel reçues. Merci de votre collaboration

The information contained in this communication (including any attachments) is confidential and intended only for the use of those to whom it is addressed. Any distribution, use or copying of this e-mail or the information it contains by other than the intended recipient(s), is unauthorized. If you have received this communication in error, please notify me by telephone and delete or destroy any copies of it. Thank you.

From: noreply@esolutionsgroup.ca <noreply@esolutionsgroup.ca>

Sent: July 3, 2025 4:21 PM

To: Administration <administration@clarence-rockland.com>

Subject: EXTERNAL New Response Completed for Accessible customer service feedback

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Please note the following response to Accessible customer service feedback has been submitted at Thursday July 3rd 2025 4:17 PM with reference number 2025-07-03-010.

- **Please tell us about your visit (date) :**
6/17/2025
- **Please tell us about your visit (time)**
02:30 PM
- **Did we respond to your customer service needs on this visit?**
No
- **Was our customer service provided to you in an accessible**

manner?

No

- **Please add any other comments you may have**

I don't know if this is the correct survey but as far as exit accessibility in some of the stores in Rockland for one Dollarama some corner stores some restaurants are not accessible to people in wheelchair. My main concern is Dollarama right now. It is very complicated to go in and out of that store Because the doors do not all open with the push button. I have complained three or four times of these people nothing has been done. Please let me know if my complaint is justifiable. Thank you.

- **I would like to receive a response to my comments**

Yes

- **If yes, please provide your contact information below.**

[Redacted contact information]

[This is an automated email notification -- please do not respond]