

**ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE****Feedback Form**

(For the purposes of this form, the term “customer” includes residents, clients, caregivers, family, friends, etc.)

Maison McCulloch Hospice (referred to as “the Hospice” for the rest of this form) values everyone who uses and benefits from its services and facilities, and it makes reasonable efforts to meet everyone’s expectations and needs. Comments about the way in which the Hospice provides accessible customer service and facilities for people with disabilities are welcomed & appreciated, as they will help it make ongoing improvements where necessary.

1. When did you visit the Hospice? (date & time) _____
2. What was the purpose of your visit? _____
3. Did the Hospice respond to your customer service needs? ☐ Yes ☐ No (Please explain below)

4. Was the service provided in an accessible manner? ☐ Yes ☐ No (Please explain below)

5. Did you have any problems accessing the facility or services? ☐ Yes ☐ No (Please explain below)

6. How can the Hospice improve accessibility? _____

7. Do you have any other comments? _____

Thank you for taking the time to share your comments.

Optional: If you wish to receive a response regarding the feedback you have shared, please complete the back of this form. You may expect to hear from a member of the Management Team within one week of receipt.

(Optional) - Please Provide Your Contact Information

Name: _____

Address: _____

City: _____

Province: _____

Postal Code: _____

Phone: _____

Email Address: _____

Completed forms may be returned in person, by fax, mail, or email by using the following addresses:

Maison McCulloch Hospice
1028 South Bay Road
Sudbury, ON P3E 6J7

Fax: 705-674-5393

Email: info@maisonsudburyhospice.org