



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) FEEDBACK FORM

Bethany Christian Living is committed to providing accessible customer service in accordance with the Accessibilities for Ontarians with Disabilities Act (AODA). We value all who live, visit or work at Bethany Lodge and Bethany Manor and strive to meet everyone's needs. We encourage you to provide feedback. This completed form will assist us in determining if there are areas where we need to improve in order to serve you better.

GENERAL INFORMATION:

Date and Time of Your Visit:	MM/DD/YYYY	Time:	
Do You Require A Response:	Yes: <input type="checkbox"/> (If you respond Yes please fill our contact information section below)		No: <input type="checkbox"/>
Format for Response:	Phone: <input type="checkbox"/> Email: <input type="checkbox"/> Mail: <input type="checkbox"/> If you choose Mail, do you require large print: <input type="checkbox"/>		

CONTACT INFORMATION (OPTIONAL):

Name (Optional):			
Contact Information (Optional):	Phone Number:		
	Email:		
	Mailing Address:		

QUESTIONS:

#1	Were your needs adequately met during your visit to Bethany Christian Living? Comments:	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
#2	Did any employees/departments assist you during your visit? Comments:	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
#3	Which departments assisted you during your visit? Admin <input type="checkbox"/> Dietary <input type="checkbox"/> Reception <input type="checkbox"/> Housekeeping <input type="checkbox"/> Maintenance <input type="checkbox"/> Nursing <input type="checkbox"/> Life Enrichment <input type="checkbox"/> Other <input type="checkbox"/> Comments:		
#4	Were the employees assisting you knowledgeable about the Accessibility for Ontarians with Disabilities Act, 2005 (AODA)? Comments:	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
#5	Are you satisfied with the customer service provided to you during your visit? Comments:	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
#6	What improvements/suggestions do you have for Bethany Christian Living? Comments:	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>