



Accessibility Customer Satisfaction/Feedback Survey

Hidden Acres is committed to treating all people in a way that allows them to maintain their dignity and independence. We believe in inclusion and equal opportunity. We are committed to meeting the needs of people with disabilities in a timely manner, and will do so by preventing and removing barriers to accessibility and meeting accessibility requirements under Accessibility for Ontarians with Disabilities Act. Hidden Acres is committed to making our Stonehouse and Woodhouse retreats centres accessible and accommodating the accessibility needs of rental groups. Your feedback is appreciated and tremendously helpful as we work toward the goal of creating an accessible environment.

Please answer the questions below from an accessibility perspective.

1. What dates did you attend Hidden Acres?

Date: _____

2. Which retreat centre was your group using?

Stonehouse ___ Woodhouse ___ Pineview ___

3. Were you able to express your concern to a Hidden Acres' staff member?

Yes ___ No ___

4. If yes, did that staff person address your specific concern?

Yes ___ No ___

5. Please describe the disability you are living with.

6. If you are able, please identify the area in the building/facility which is of greatest concern.

7. If applicable, please describe the situation.

8. Please provide a description of how you would suggest we resolve the issue.

9. In general, were we able to accommodate the majority of your accessibility needs?

10. Do you have any other suggestions/comments/concerns?

11. We would like the opportunity to respond directly to you and would appreciate your contact information.

Name: _____ **Phone:** _____

Email: _____

Please feel free to contact us at any time.

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