

The Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is provincial legislation that aims to achieve a fully accessible Ontario. The Act makes Ontario the first jurisdiction in Canada to develop, implement and enforce mandatory accessibility standards. It applies to the private, public, and volunteer sectors.

We have reviewed our policies and practices with respect to the delivery of our services to ensure they are accessible by persons with disabilities. If you have a disability and had difficulty accessing our services, or if you have improvements to suggest, kindly complete this questionnaire.

Date / Time of Visit: \_\_\_\_\_ Purpose of Visit: \_\_\_\_\_

**1. Were you satisfied with the level of service we provided you?**     Yes     No

Comments

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**2. Were our services provided to you in an accessible manner?**     Yes     No

Comments

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**3. Did you experience any problems accessing our services?**     Yes     No

Comments

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**Please add any other comments / suggestions you may have:**

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**4. May we contact you to follow up and report on any action we have taken as a result of your feedback?**  Yes  No

(Any personal information is collected pursuant to Ontario Regulation 429/07, the Accessible Standards for Customer Service and will be used strictly for the purpose of responding to your feedback)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

How you like to be contacted:  Telephone  Mail  Email

Thank you for your feedback!

We welcome other ways of providing feedback:

Mail	Email	In-Person
Accessibility Coordinator 100-5970 16 <sup>th</sup> Avenue Markham, ON L3P 7R1	info@hmai.ca Please include subject “[AODA Customer Feedback]”	Reception desk Please ask for AODA Customer Feedback form

**For Office Use**

Date received: \_\_\_\_\_ Received by: \_\_\_\_\_

Follow-up required:  Yes /  No If yes, when was it done: \_\_\_\_\_

Action plan required:  Yes /  No If yes, please explain what action was taken:

\_\_\_\_\_  
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