

## Feedback Form – Customer Service for Persons with a Disability

A staff member is available to assist with this form as required.

### Please circle your response

1. Did staff ask how they might help you in getting service?

YES NO

2. Were your accessibility needs addressed satisfactorily?

YES NO

3. Did you have difficulty getting into the KWCS building?

YES NO

4. Did you experience any barriers once you reached the KWCS location?

YES NO

5. Were driveways, walkways and doors barrier-free?

YES NO

6. Were the common areas barrier-free?

YES NO

7. Did staff check for access each time things were moved around?

YES NO

8. Are the markings on walls, elevator and doors user friendly taking into account your disability?

YES NO

9. If you asked for it, was the AODA customer service policy provided?

N/A

YES

NO

10. Do you wish to offer any suggestions regarding accessibility based on your experiences at KWCS?

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Alternatively you may provide this feedback verbally by calling 519-884-0000 ext. 203 or e-mail at [hr@kwcounselling.com](mailto:hr@kwcounselling.com)