



Feedback Form-Accessibility for Ontarians with Disabilities Act, or AODA

The accessibility for Ontarians with Disabilities Act, or AODA, aims to identify, remove and prevent barriers for people with disabilities.

Dom Lipa is committed to providing services to all of its residents and customers in a manner which reflects “service excellence”. Comments on our services, regarding how well those expectations are being met, are welcome and appreciated.

Feedback regarding the way Dom Lipa provides services to people with disabilities can be made verbally (in person to any staff member or by telephone to 416-621-3820 Ext 221), or written (handwritten, delivered, website, using the Feedback Form available at the Nursing Stations) or email to info@domlipa.ca. Completed feedback forms or verbal feedback can be given to any staff member and will be forwarded to the Executive Director for acknowledgement of the feedback, along with any resulting actions based on concerns or complaints that were submitted.

Dom Lipa will make written information and other forms of communication accessible upon request. Please make requests to info@domlipa.ca or contact our Business Office at 416-621-3820 Ext. 221.

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Date: _____

1. Were you satisfied with the customer service we provided you? (Please indicate your response(s) by circling or highlighting the chosen field)

Yes No Somewhat
Comments

2. Was our customer service provided to you in an accessible manner?

Yes No Somewhat
Comments

3. Did you experience any problems accessing our services?

Yes No Somewhat
Comments

Contact Information (optional)

Name: _____ Phone Number: _____

Email: _____