



## Accessibility Feedback Process

Please take a few moments to provide CAOT with feedback on the accessibility of our facilities to persons with disabilities. Your feedback will help us identify, prevent and remove barriers to persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005. We take feedback into serious consideration and especially welcome suggestions for improvement.

Please assist us by answering the following questions.

Name: _____
Email: _____
Phone: _____
Have you, or someone you know, experienced difficulty in accessing our premises, our programs or services because of a lack of accommodation for persons with disabilities? <input type="checkbox"/> YES <input type="checkbox"/> NO _____
Have you, or has someone you know, experienced difficulty in communicating with CAOT staff because of a disability? <input type="checkbox"/> YES <input type="checkbox"/> NO _____
Please describe any other measures that CAOT could take to accommodate persons with a specific disability: _____ _____

### ***Thank you for your input!***

Where possible, complaints will be addressed immediately. The complainant can expect an acknowledgement of verbal/telephone feedback, within five business days, or a response to a mailed/e-mailed complaint within five business days of the receipt.