



## **ACCESSIBILITY STANDARDS FOR CUSTOMER SERVICE**

### **Feedback Form for Residents and All Visitors**

At Maison Vale Hospice, we value all of our residents and visitors, and we strive to meet everyone's needs. Comments on our services regarding how well your expectations are being met are welcomed and appreciated.

**Please tell us the date and time of your visit:**

Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM / PM

**Did we respond to your service needs today?**  Yes  No

**Were our services provided to you in an accessible manner?**

Yes  Somewhat  No (Please explain below)

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**Did you have any problems accessing our goods and services?**

Yes (Please explain below)  Somewhat (Please explain below)  No

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

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**Do you wish to receive a response regarding the feedback you have shared?**

No     Yes (If Yes, please provide your contact information below)

**Please provide your contact information (optional):**

Name: \_\_\_\_\_

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

City: \_\_\_\_\_ Province: \_\_\_\_\_

Telephone: \_\_\_\_\_

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



Thank you for taking the time to share your comments with us. If you have requested a response and have provided your contact information, you may expect to hear from the Executive Director, Léo Therrien, within 10 business days.

Completed forms may be returned in person, by fax, mail, or email to:

Maison Vale Hospice  
1028 South Bay Road  
Sudbury, ON P3E 6J7  
Fax: 705-674-5393  
Email: [info@maisonsudburyhospice.org](mailto:info@maisonsudburyhospice.org)