



Head Injury Rehabilitation Ontario (HIRO) – Service & Accessibility



Head Injury Rehabilitation Ontario complies with all legislated requirements under the *Accessibility for Ontarians with Disabilities Act, 2005*.



The agency values feedback and has a process in place for receiving and responding to this information. Please take a moment to let us know how we are doing in terms of meeting your accessibility needs.

Date of visit: _____ I'm a person with a disability: I'm supporting a person with a disability:

Service or location: _____

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
How satisfied were you with the overall accessibility of the service?					
How satisfied were you with the information provided?					
How satisfied were you with the courtesy of staff?					

Please indicate how you were accessing our services: In person By phone Via email Via HIRO website

If you were not satisfied please tell us why: _____

Is there anything we can do to further improve accessibility? _____

If you would like to speak with someone at HIRO about your accessibility experience with us please indicate your preferred communication method.

By phone (list number): _____ By email (provide address): _____