

Client Feedback Form

Date and department of service:

Did we meet your needs?

YES SOMEWHAT NO

If **NO** please explain

Were you able to access services?

YES SOMEWHAT NO

If **NO** please explain

Was service provided in a way that respected your dignity and independence?

YES SOMEWHAT NO

If **NO** please explain

Thank you for your feedback.

Feedback

Atikokan General Hospital is committed to providing the best service possible to our clients. We welcome feedback from the public on ways to improve our services.

Feedback from persons with disabilities may be given in a variety of formats, including telephone, in person, in writing, in electronic format or through other methods.



Call Wayne Smith,
AED of Patient Care
Services at
597-4215 ext 311

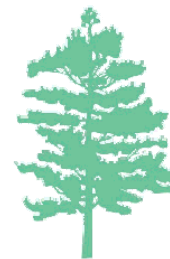


Email us at
smithw@aghospital.on.ca
Or visit our website at
www.aghospital.on.ca



Deliver to or speak to
someone in person at
Atikokan General Hospital
120 Dorothy St,
Atikokan, ON
P0T 1C0

File: AGH Corp/AGH P & P/Gen Admin/12-01-01-02
Nov/09(O)



ATIKOKAN
GENERAL HOSPITAL



**Accessibility Standard
Customer Service**



Our Goal is to provide all our clients with the same level of service that respects the dignity and independence of people with disabilities.

Service Animals

Service animals are allowed anywhere customers are normally allowed, except when it endangers the health of other clients.



It is the client's responsibility to take care and watch over their service animal.

All staff are trained to avoid talking to, touching or making eye contact with service animals. If we do not meet this standard please let us know.

Assistive Equipment

All individuals using assistive equipment are allowed to use them to obtain, use or benefit from our services.



We will ensure all our staff are aware of the various

assistive devices available on our premises for clients. These include wheelchairs, walkers, crutches, canes, telephones with volume control and hearing devices.



Support Person

A person with a disability is allowed to have their support person with them while accessing services. Consent is required if confidential information is going to be shared.



A support person is responsible for the cost of any services they may use (i.e. meals) . All staff are trained to speak directly to the client and not the support person.

Temporary Disruptions

Notice of planned or unexpected disruptions in accessibility services will be made known to the public. Notices may be about renovations or repairs to automatic entrances, elevators or washrooms. Information will be posted at the

main entrances, the location of disruption and verbally from staff at the switch board, Nursing stations, Business office and Emergency department. If feasible, it will also be posted on the hospital website and local newspaper.



Communication

Communication will be provided in a manner that takes into account an individual's disability. Staff will work with clients to determine the best format of information and attempt to provide the preferred format as soon as possible.



Possible formats may include larger print for paper copies, electronic files on disk or by e-mail or reading of documents by staff. Atikokan General Hospital's website uses World Wide Web Consortium (W3c.org) best practice technologies when they are available or appropriate.