

# Accessibility Feedback Form

Waypoint Centre for Mental Health Care is committed to improving accessibility and to reducing stigma associated with all disabilities.

In support of this, the Waypoint Accessibility Committee seeks ongoing input to assist in the identification, removal, and prevention of barriers faced by people with disabilities.

Waypoint is seeking feedback from patients, staff, volunteers, and visitors about the accessibility of Waypoint programs, services and facilities.

Please take a few moments to answer the following questions:

1. I am a:      Patient              Staff              Volunteer              Visitor
- Other
2. Have you, or someone you know, experienced difficulties relating to accessibility while at any of our sites or using any of our services or programs?
- Yes              No              Not Sure
3. If yes, please select all the barriers that apply:
- Physical              Architectural              Communication/Information              Technological
- Attitudinal              Policy/Practice              Other
4. If you checked on one or more above, please describe the situation faced at the time of the visit.
5. How can we improve accessibility?

**Optional Information:**

May we contact you about your feedback?              Yes              No

If yes, please provide your contact information:

Name:    Phone # (daytime):

City of Residence:

Email:

**How Waypoint uses the information gathered in this feedback form:**

All feedback will be documented and assessed as part of the hospital’s continuous improvement process. This process is championed by the Facilities Committee with consultation/support from Hospital Services, Human Resources, and Clinical teams as appropriate. When a response is requested, the hospital will respond within five working days.

Thank you for your comments. Your time and participation in the process is greatly appreciated.

Please fax your completed feedback form to 705-549-3446, email to  
or mail to:

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Waypoint Centre for Mental Health Care  
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Penetanguishene, ON L9M 1G3