

# Accessibility Feedback Form

## Feedback/Suggestion Form

### Accessibility Standards for Customer Service Feedback/Suggestion Form

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

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

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

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

Department Involved: \_\_\_\_\_

Feedback/Suggestion:

Thank you for your submission.

This information will be collected and sent to the appropriate department. That department will find a suitable solution and contact you in a timely manner.

NOTE: Personal information on this form is being collected under the authority of the Freedom of Information and Protection to Privacy Act R.S.O. c.F.31, s. 39 (2) for the purposes of improving customer service. Questions about collection of personal information may be directed by mail to the address above.

## 2. Accessibility Training Record Log

Name	Role/Position	Date of Training	Type of Training (e.g., AODA, Human Rights)	Signature
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\* This log is used to document completion of AODA and Ontario Human Rights Code training. Attach relevant training material or certification if applicable.

### **3. Accessibility Advisory Committee – Terms of Reference (Sample Template)**

**Purpose:**

To provide input and advice to Council on accessibility matters to support an inclusive, barrier-free community.

**Scope of Work:**

- Review and recommend accessibility improvements for public facilities, programs, and services.
- Provide feedback on municipal policies related to the AODA.
- Promote community awareness of accessibility issues.

**Membership:**

- Comprised of at least 50% members who identify as having a disability.
- Appointed by Council for the term of Council.

**Meetings:**

- Held quarterly or as required.
- Chaired by an elected member or designated community representative.

**Reporting:**

- The Committee will submit annual progress updates to Council.
- Minutes and recommendations will be recorded and publicly available.

**Review Cycle:**

- This Terms of Reference will be reviewed at the start of each Council term or as directed by Council.