

# Accessibility Feedback Form

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Thank you for using the services of Fanshawe Pioneer Village, London & Middlesex Heritage Museum. We strive to provide quality service that is accessible to our clients, visitors, and others who use our services. Your comments and concerns help us identify where changes should be considered and ways we can make our services more accessible.

If you or someone you know experienced difficulties related to accessibility while at Fanshawe Pioneer Village, or using any of our services, please fill in this form with as much detail as possible about your experience.

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

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

Phone number: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Preferred method of communication:

- Telephone    E-mail    Mail  
 No response required; I would prefer not to be contacted.

I am:    An employee       A visitor       A customer       Other

Date of experience: \_\_\_\_\_

Location of experience (if applicable): \_\_\_\_\_

Based on your experience with Fanshawe Pioneer Village, London & Middlesex Heritage Museum on the date above, please select all barriers that you, or someone you know, experienced:

- Physical or architectural barrier, including missing or improper signage, item out of reach, heavy or difficult to operate door, uneven surface.
- Communication barrier, including materials unavailable in the format required.
- Technological barrier, including visual limitations on company website.
- Attitudinal barrier, including lack of knowledge, assumptions, or behaviours that discriminate against persons with disabilities.
- Policy or practice, including missing or incomplete accessibility policy.
- Other, please specify:

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Please describe how we can fix the issue encountered above.

Comments:

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Do you have any other suggestions on how to make our services more accessible?

Comments:

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