

# The City of Clarence-Rockland Accessibility Awareness Survey

## Clarence-Rockland Accessibility Awareness Survey

### Section 1: About You

1. Are you a:

- Resident of Clarence-Rockland
- Visitor to Clarence-Rockland
- Worker in Clarence-Rockland
- Other (please specify)

2. Do you identify as a person with a disability?

- Yes
- No
- Prefer not to say

3. Are you a caregiver, family member, or support person for someone with a disability?

- Yes
- No
- Prefer not to say

4. What is your age range?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+
- Prefer not to say

## Section 2: General Awareness

1. Are you aware that the City of Clarence-Rockland has a Multi-Year Accessibility Plan?

- Yes
- No (share link [multi-year accessibility plan](#))

2. Are you aware that the City of Clarence-Rockland has an Accessibility Advisory Committee?

- Yes
- No (share link [Advisory Committees - City of Clarence-Rockland](#))
- Not sure

3. If yes, how did you learn about the Accessibility Advisory Committee?

- City website
- Social media
- Local news
- Word of mouth
- Other (please specify)

## Section 3: Accessible Services

1. How would you rate the accessibility of municipal services in Clarence-Rockland?

- Excellent
- Good
- Fair
- Poor
- Not applicable / I haven't used them

## Section 4: Feedback and Participation

1. Are you aware that you can provide feedback on accessible customer service in Clarence-Rockland?

- Yes
- No (share link [Accessible customer service feedback - City of Clarence-Rockland](#))

2. Have you ever submitted feedback about accessibility in Clarence-Rockland?

- Yes

- No

3. If yes, how did you submit your feedback?

- Online form

- Email

- Phone

- In person

- Other (please specify)

### **Section 5: Training**

12. Are you aware that the Government of Ontario website provides free training modules to help meet the training requirements under Ontario's accessibility laws (Accessibility for Ontarians with Disabilities Act, 2005)?

- Yes

- No (share link [AccessForward](#))

### **Section 6: Final Thoughts**

12. What do you think the City of Clarence-Rockland could do to improve accessibility for all residents?