



Accessibility Survey March

PURPOSE:

The purpose of this survey is to determine how Hope Association can make its facilities, programs and services more accessible. Everyone who has regular contact with our organization will be given the opportunity to participate in our survey. This version of the survey is intended for our employees and anyone enrolled in one of our programs.

INSTRUCTIONS:

Each question is designed to measure your opinion regarding the accessibility of various programs or services throughout Hope Association. If you are unfamiliar with an item or do not use it on a regular basis, please leave it blank. **Please remember that all responses will be kept confidential.**

So that we may review your feedback and develop an action plan for improvement, please complete and **return this survey no later than March**. Please return all surveys to Administrative Assistant/Receptionist. Surveys may be mailed or delivered to 85 Lincoln Avenue, faxed to 207-369-0141. If you have any questions, please contact Catherine Johnson, Executive Director, at 207-364-4561 Thank you in advance for sharing your opinions with us!

Building Exterior If areas need attention, please specify area: Community Support Services, Rural Employment Network, Horizons, New Hope, Fourth Street, Kimball Avenue, Maple Street.

1. How would you rate the ease of access into the building, including sidewalks, ramps and exterior doors?

- Very easy and convenient
 Somewhat difficult
 Very difficult

Comments: -

2. How would you rate the ease and accessibility of parking? If areas need attention, please specify area: Community Support Services, Central Offices, Rural Employment Network, Horizons, New Hope, Fourth Street, Kimball Avenue, Maple Street.

- Very easy and convenient
 Somewhat difficult
 Very difficult

Comments: -

Restrooms, If areas need attention, please specify area: Community Support Services, Rural Employment Network, Horizons, New Hope, Fourth Street, Kimball Avenue, Maple Street.

3. How would you rate the ease of access in the restrooms (toilets, sinks, and towel dispensers, hallway)?

- Very easy and convenient
 Somewhat difficult
 Very difficult

Comments: -

Hallways and Work Areas If areas need attention, please specify area: Community Support Services, Rural Employment Network, Horizons, New Hope, Fourth Street, Kimball Avenue, Maple Street.

5. How would you rate the ease of access to program rooms?

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: _____

6. **Administrative Space:** How would you rate the ease of access to the administrative offices and the front desk?

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: -

9. How would you rate the ease of access to the time clock areas?

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: -

Retail Stores

11. How would you rate the ease of access to the racks and shelves for clothing and household items?

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: -

12. How would you rate the width of the aisles in the retail store? What Not Shop or Greenhouse

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: -

13. How would you rate the ease of access to the fitting rooms?

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: -

14. How would you rate the ease of access to the cash registers? What Not Shop or Greenhouse

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: -

Transportation

15. How would you rate the ease of accessibility of transportation to Hope Association?

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comments: -

Communication

16. How would you rate the ability to communicate with a manager/primary DSP or other administrators with regard to accessibility or other concerns?

- Very easy and convenient
- Somewhat difficult
- Very difficult

Comment: _____

Accommodation

17. Overall, how do you feel the staff and employees of Hope Association treat persons with disabilities?

- Excellent
- Good
- Improvements needed (Please comment)
- Poorly (Please comment)

Comments: -

18. With the exception of physical accommodations, please identify other areas that you feel need attention at Hope Association. (please identify the program) _____

19. Other Comments:

20. Please check the category that applies to you.

- Hope Association Employee
- I am enrolled in a program at Hope Association
- Parent / Guardian
- Other

21. Do you have a physical condition that restricts your mobility?

- Yes
- No

23. I would like to speak with someone regarding this survey:

- Yes
- No

Your Name: _____

Phone Number: _____ Email: _____

Thank you for taking the time to complete this survey. Your input is very much appreciated!

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s/corp/participant/accessibility survey