



The CHIP HEAR HERE! Project

Feedback Form

We want individuals and organizations to know when they are doing a good job of serving the hearing-impaired, and when they are not. Tell us who gave you good service as a hearing-impaired client and we'll send them a HEAR HERE! commendation to display in their office. Tell us who didn't make the effort, and we'll send them a Recommendation for Improvement and an information kit on how to better serve their hearing-impaired clients. (Don't worry, we will not use your name.)

I would like CHIP to send (check one):

- A Commendation ☺
- A Recommendation for Improvement ☺

To the following organization, institution, business, professional office or individual:

Name of Organization: _____

Name of Individual (if applicable): _____

Address: _____

Phone: _____

My Experience

The staff who served me made every effort to communicate clearly with me, ensure that I understood the situation and that I felt comfortable.

- Yes, all the time
- Somewhat
- Not at all

I advised the staff who served me that I was hearing-impaired:

- Verbally In writing
- With a Communicard
- With a Broken Ear sticker on my Medicare card
- A friend or family member advised the staff for me
- The staff was not advised that I was hearing impaired

My Comments: Please describe your experience. If this was a positive experience, CHIP would like to know what techniques the staff used that helped ensure good communication. If this was a negative experience, we would like to know what you think this organization or individual could do to improve their services for the hearing-impaired.

My name: _____ Phone: _____ or TTY: _____

Please fax this form to CHIP at (514) 482-4536

or mail it to: CHIP, 3500 Decarie Boulevard, Montreal, Quebec H4A 3J5

Copy the form as often as you need to, or drop by the CHIP office to pick up copies.