



Braemar

Retirement Centre

Create Purpose

compassion Respect Empathy Acceptance Teamwork Empowerment

ACCESSIBILITY PLAN

DEPARTMENT: ALL

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SUBJECT: AODA- Availability of Accessible Customer Service Documents

Date: December 14, 2023

ISSUING AUTHORITY: Administrator

Revision:

Availability of Accessible Customer Service Documents

Documents Available in Accessible Formats

Braemar will ensure that the following Accessible Customer Service Documents are available in accessible formats, upon request:

- Accessible Customer Service Plan
- Procedures – Availability of Accessible Customer Service Documents
- Procedures – Assistive Devices, Services and Alternative Service Methods
- Procedures – Communication
- Procedures – Service Animals
- Procedures – Support Persons
- Procedures – Notice of Temporary Disruption Process
- Procedures – Feedback Process
- Feedback Form

Accessible Formats

When providing any of the Accessible Customer Service Documents to a person with a disability, Braemar will provide the document, or the information contained therein, in a format that takes into account the person's disability.

Providing Notice of Availability of Accessible Documents

Siskinds will notify the public and other third parties about the availability of the Accessible Customer Service Documents by posting this information on its accessibility webpage (www.braemar-rc.com). Such notice will:

- Indicate that these documents are available in accessible formats;
- Provide a link to an electronic, plain-text version of these documents; and
- Explain how to request alternate accessible formats of these documents.

Braemar will also place a general notice in a conspicuous location(s) in its premises regarding the availability of the Accessible Customer Service Documents.

Requests for Accessible Customer Service Documents

Requests for copies of the Accessible Customer Service Documents may be made in person, by telephone, in writing, or by delivering an electronic text by email or online, or by facsimile, directed to the attention of Braemar's Professional Practice & Resident Care Coordinator. When such request is received, Braemar will:





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- Ask the person making the request if they require the requested document in an alternate format because of their disability and, if so, ask the person's preferred format;
- If the requested document:
 - Can be readily and reasonably produced in the requested alternate format, provide the person with the document or the information contained therein, as soon as practical in the requested alternate format, confirming that the alternate format is acceptable; or
 - Cannot be readily and/or reasonably produced in the requested alternate format, Braemar's Professional Practice & Resident Care Coordinator will consult with the person making the request to determine a different alternate format that is acceptable. When the person receives the document or the information contained herein, in the different alternate format, the Professional Practice & Resident Care Coordinator will confirm that the alternate format is acceptable to that person.

Braemar's Professional Practice & Resident Care Coordinator will make every reasonable effort to ensure requests for alternate accessible formats of Accessible Customer Service Documents do not take significantly longer than requests for the same documents in standard print.

Review Date	Signature	Review Date	Signature