

	<h1>POLICY</h1>
DEPARTMENT: Human Resources	Page: 1 of 2
SUBJECT : Accessibility for Ontarians with Disabilities Act-Feedback Process	
Last reviewed: July 31, 2025	ISSUING AUTHORITY: Professional Practice
Next Review: July 31, 2026	

Feedback Process

Braemar is committed to improving accessibility and ensuring that all residents, visitors, families, and team members can provide feedback about accessibility-related experiences, including how we deliver services to people with disabilities. This process is established in accordance with the **Accessibility for Ontarians with Disabilities Act (AODA)** and applies to all feedback about accessibility barriers, Braemar's Accessibility Plan, and related concerns.

1. How to Submit Feedback

Feedback can be provided in any format that meets the needs of the individual. This includes:

- In person
- By phone
- By email or online form
- In writing (printed or electronic format)
- Via assistive technology or accessible formats (e.g., audio, large print, disk, etc.)

Braemar also offers communication supports and accessible formats upon request. Please contact our Professional Practice Coordinator if you need support submitting your feedback.

2. Contact Information for Feedback Submission

Mail or In Person:

Professional Practice -Administration
 Braemar Retirement Centre
 719 Josephine Street North
 Wingham, ON N0G 2W0

Phone: 519-357-3430 ext. 214

Fax: 519-357-2303

Website: www.braemar-rc.com

(Include email address if applicable)

3. Information to Include (Optional but Helpful)

To help us respond effectively, individuals are encouraged (but not required) to include the following when submitting feedback:

- Date and time of the issue or observation
- A description of the concern or barrier
- The location or department involved
- Any relevant details (e.g., type of service or situation)
- Contact information (if a response is desired)

4. Responding to Feedback

- Immediate resolution will be attempted where possible.
- If the feedback involves a service-related complaint, it will be reviewed by the appropriate Supervisor or Manager in accordance with Braemar's complaint management procedures.
- A response will be provided within a reasonable time frame, typically within 21 business days, if contact information is supplied and a response is requested or deemed appropriate.

5. Confidentiality and Format of Response

- All feedback will be handled confidentially and in accordance with privacy legislation.
- Braemar will respond in the same format in which the feedback was received, unless otherwise requested by the individual.

6. Public Availability of the Feedback Process

This feedback process is made publicly available by:

- Posting it on Braemar's accessibility webpage: www.braemar-rc.com
- Providing it in accessible formats or with communication supports upon request
- Offering print copies upon request at the reception or administration office

Accessibility for Ontarians with Disabilities Act, 2005 (AODA)