

 	POLICY
DEPARTMENT: Human Resources	Page: 1 of 2
SUBJECT : Accessibility for Ontarians with Disabilities Act -Availability of Accessible Customer Service Documents	
Last reviewed: 2026-07-31	ISSUING AUTHORITY: Professional Practice
Next Review: 2027-07-31	

Availability of Accessible Customer Service Documents

Braemar Retirement Centre is committed to providing accessible customer service in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Upon request, Braemar will make the following Accessible Customer Service documents available in a format that meets the needs of persons with disabilities:

- Accessible Customer Service Plan
- Procedures: Use of Assistive Devices, Services, and Alternative Service Methods
- Procedures: Communication Supports
- Procedures: Use of Service Animals
- Procedures: Use of Support Persons
- Procedures: Notice of Temporary Disruptions
- Procedures: Customer Feedback Process
- Customer Feedback Form

Accessible Formats

When requested, Braemar will provide these documents or the information contained in them in a format that takes into account the individual's disability. Formats may include large print, braille, audio, electronic text, or other accessible formats as required.

Notice of Availability of Accessible Documents

Braemar will inform the public and third parties of the availability of accessible customer service documents by:

- Posting a notice on its accessibility webpage: www.braemar-rc.com
- Indicating that documents are available in accessible formats
- Providing access to electronic, plain-text versions of the documents online
- Outlining how to request documents in alternate accessible formats

In addition, Braemar will display a general notice in visible and accessible locations on its premises to inform visitors of the availability of accessible documents.

Requests for Accessible Customer Service Documents

Requests for accessible formats of customer service documents can be made in person, by phone, in writing, by email, online, or by fax to the attention of Braemar Retirement Centre.

Upon receiving a request, Braemar will:

1. Ask whether the individual requires the document in an alternate format due to a disability and what their preferred format is.
2. Respond to the request as follows:
 - If the requested format can be reasonably and readily provided, Braemar will deliver the document or its contents in that format as soon as possible and confirm that it meets the individual's needs.
 - If the requested format cannot be reasonably or readily provided, Braemar will consult with the requester to determine an alternate format that is acceptable. Once provided, Braemar will confirm that the alternate format meets their needs.

Braemar will make every reasonable effort to ensure that requests for documents in accessible formats are fulfilled in a timely manner and do not take significantly longer than requests for standard formats.

Accessibility for Ontarians with Disabilities Act, 2005 (AODA).