



Accessibility Feedback Process

We may receive feedback on:

- Our Accessibility Barriers
- Our Accessibility Plan
- How we are implementing our Accessibility Plan
- Suggestions for eliminating accessibility barriers

According to the *Accessible Canada Act* (ACA) when we receive feedback on our Accessibility Plan we will:

- acknowledge the receipt of all non-anonymous feedback by the same means in which we received it
- keep electronic or print copies of all feedback we received for at least 7 years from the day on which we received it
- provide information, under the “Feedback” heading in our progress report, about the feedback we received and how we will take it into consideration

Acknowledging feedback

Our HR manager will acknowledge receipt of any non-anonymous feedback. This means that we will communicate with the feedback contributor to confirm that we received their feedback.

We will send this acknowledgement in the same means by which we received it. These means include mail, telephone, and email.

Mail:

Southern Oaks Ltd.
Attention: Human Resources
3191 County Rd 11,
Harrow, ON N0R 1G0

Phone:

Call us at 519-738-6885

Email:

Send an email to: jen@southernoaksltd.com

Acknowledgment of feedback

We will acknowledge all telephone calls and emails within two (2) business days and mail within five (5) business days.

We will address the contributor by name (if they have provided this information), thank them for their submission and acknowledge the specifics of their feedback.

If feedback is provided anonymously, we will not respond with an acknowledgement of reception.

Preserving copies of feedback

We will retain any feedback, in electronic or print form, for a period of 7 years beginning on the day that we received it, even when it is anonymous.

We will make copies of any mail or email we receive for security and consistency.

We will preserve and categorize feedback, and keep a record of how we responded to that feedback

We will set out information, under our progress report's "Feedback" heading, about feedback we received and how we took it into consideration.

We will keep a chronological list or log of feedback we receive and of anything we do as a result of that feedback.

For all feedback:

- who sent it, what it said, and when we received it
- who within our organization responded to it, and what that response was
- what anyone within our organization did about the feedback, including any costs or resources this involved
- for feedback on the implementation of our accessibility plans:
 - when we published the version of the plan that the feedback addressed
 - what aspect of the plan the feedback addressed
 - what the person(s) responsible for implementing the plan said or did about this feedback
- for feedback on barriers:
 - the nature and location of the barrier
 - the relevant area from [section 5 of the ACA](#) under which the barrier might fit
 - what was done to remove the barrier, and by whom
 - what was done to prevent the creation of new barriers in the process of addressing the barriers that the feedback identified

We will remember to respect and preserve the privacy of anyone who submits feedback to our organization.