

# AODA Feedback Process

Ottawa Home Care (OHC) is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a manner that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner by identifying, removing, and preventing barriers to accessibility and meeting our accessibility requirements under the Accessibility for Ontarians with Disabilities Act (AODA) and Integrated Accessibility Standards Regulation (IASR).

OHC welcomes feedback on how we interact and/or serve people with disabilities, in person, by telephone, electronic, or hard copy correspondence. Upon request, the OHC office will provide or arrange for the provision of accessible formats and/or communication support. Feedback will assist us with identifying barriers and effectively responding to concerns.

Below is the feedback processing steps carried out by the OHC office.

1. A member of the public, a client, or an employee may provide feedback surrounding an accessibility issue digitally on OHC website or email/mail/ drop-off a hard copy of the feedback form. Upon request, OHC office can provide the feedback form in accessible formats, including large print, or assigning an office staff over-the-phone/ in-person/ or via a virtual platform to assist in completing the feedback form.
2. Upon receiving the completed feedback form, office staff will forward it to the Human Resources Manager (HRM) within 48 hours of receiving the feedback.
3. HRM will log and investigate the feedback within 5 business days of receipt.
4. HRM will acknowledge the feedback in writing, in person, by phone, via a virtual platform, electronic/hard copy correspondence describing the course of action to be taken in response to the feedback, within 10 business days of receipt.
5. HRM will facilitate completion of the course of action to be taken.
6. HRM will hold an office meeting quarterly to report the feedback received and actions taken.
7. HRM will provide the OHC executives with an annual summary report of the feedback received and actions taken.