











## 7. Feedback Procedure

### Receiving Feedback

Greystone Village Retirement welcomes and appreciates feedback regarding the manner in which it provides services and facilities to persons with disabilities and regarding its policies and procedures. It is a responsibility of Greystone Village Retirement to ensure that the following apply:

- Provide accessible services and facilities to persons with disabilities.
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### Responding to Complaints

Greystone Village Retirement will make reasonable efforts to resolve complaints at the time that they are made. If immediate resolution of a complaint is not possible the individual may submit a complaint to:

*Jennifer Martel*

(613) 234-2000

225 Scholastic Drive, Ottawa ON K1S 5W2

[jennifer@greystoneretirement.ca](mailto:jennifer@greystoneretirement.ca)

Persons who wish to be contacted about their complaint must provide their contact information. The individual will then be contacted by a representative of Greystone Village Retirement.

Greystone Village Retirement will make reasonable efforts to provide responses to complaints in a manner that is accessible to the complainant.

### Availability of Feedback Procedure

Greystone Village Retirement shall make information about this feedback procedure readily available to the public and shall make it accessible to persons with disabilities by providing, or arranging for the provision of, Accessible Formats and Communication Supports, on request.

## 8. Documentation to be Made Available

This Policy and any other documentation required by the Standard shall be made available to any member of the public upon request.

Notification of same shall be posted at a conspicuous place on the premises owned or operated by Greystone Village Retirement, by posting it on Greystone Village Retirement Residence's website, or by such other method as is reasonable in the circumstances.

## **9. Format of Documents**

Greystone Village Retirement Residence will provide documents, or the information contained in documents, required to be provided under the Standards, to a person with a disability in an Accessible Format or with a Communication Support upon request.

The document(s) shall be provided in a timely and in a manner that takes into account the person's accessibility needs due to disability. The documents shall also be provided at a cost that is no more than the regular cost charged to other persons.

Greystone Village Retirement shall consult with the person making the request in determining the suitability of an Accessible Format or Communication Support.

### **Questions About This Policy**

For more information about the Policy or for questions regarding Greystone Village Retirement policies, practices and procedures for accessible service please contact:

*Jennifer Martel*

(613) 234-2000

225 Scholastic Drive, Ottawa ON K1S 5W2

[jennifer@greystoneretirement.ca](mailto:jennifer@greystoneretirement.ca)