

**C-tal**

**Accessibility feedback  
process**

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### General informations

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The Cooperative de telecommunication d'Antoine-Labelle (CTAL) is committed to eliminating obstacles related to accessibility for people with disabilities. It therefore wishes to have your feedback on how it implements its accessibility plan and on the obstacles that members have encountered. The CTAL human resources advisor is the person responsible for accessibility for the organization. The latter receives, on behalf of the CTAL, feedback on accessibility, whether submitted anonymously or not. She also answers any questions about CTAL's accessibility initiatives and provides documents in alternative formats upon request. In some cases, when feedback is provided in person to a CTAL staff member, they forward it to the person responsible on behalf of the person concerned.

Feedback may be provided, anonymously or not, by the following means :

- Accessibility feedback request form;
- E-mail;
- Mail;
- Phone;
- In person;
- Social media.

### Recording and retaining feedback

The Cooperative d'Antoine-Labelle records important elements of the feedback, including the date it was received, how it was submitted, a description of its content and whether it is anonymous.

The CTAL retains an electronic copy or recording of the feedback or the question for 7 years from the publication of the progress report containing it. When the name of the person providing the feedback is known, the CTAL also keeps an electronic copy of the correspondence or a written summary of the discussions between this person and the person responsible for accessibility.

### Feedback analysis and processing

The person responsible for accessibility reviews all feedback received and analyzes possible solutions. Once chosen, the solution is implemented by the teams or person responsible. If applicable, people with disabilities are invited to test this solution to confirm that it meets the identified need.

The CTAL seeks to remove obstacles as quickly as possible, but the time frame for full implementation of the chosen solution depends on the nature of the solution and may therefore vary. When the name of the person providing the feedback is known, the human resource advisor keeps them informed of the actions taken throughout the process and notifies them once the obstacle has been removed.

### Request for documents in alternative formats

It is possible to request, by any of the means listed above, a document in an alternative format. In accordance with the Canadian Accessibility Regulations, the document in alternate format is sent to the person requesting it as soon as possible. If the documents are printed, in large print or in electronic formats, the document must be sent within 15 days of receipt of the request, and if it is a version in braille or in electronic format audio, the document must be sent within 45 days of the request.

### Means of feedback

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#### Accessibility feedback request form

It is possible to submit feedback or questions, anonymously or not, using the accessibility feedback request form. This form can be found on the CTAL public website as well as in paper format at the store. The submitted form is sent directly to the human resources advisor for processing.

#### E-mail

Feedback and questions can be sent by email to [accessibility@ctal.ca](mailto:accessibility@ctal.ca). If the feedback concerns an accessibility barrier, the description and details of this barrier must be specified in the email.

#### Mail

Feedback and questions can be mailed to the following address :

Jessica Thibault

Human resources advisor

Coopérative de télécommunication d'Antoine-Labelle

203-600, boul. Albiny Paquette

Mont-Laurier, Québec, J9L 1L4

#### Phone

It is possible to ask questions or submit feedback by telephone anonymously or not by calling Member Services at 819-623-2825. The member service advisor will ensure that the accessibility feedback request form is completed and sent to the person responsible.

### In person

It is possible to submit feedback in person, by coming to the store during CTAL opening hours :

Tuesday, Wednesday and thursday

From 9 a.m. to noon and from 1 p.m. to 4 p.m.

A feedback form will be given to you, and you can place it in the box dedicated to this purpose, which is located at the entrance to the store, once completed.

### Social media

It is possible to submit feedback through our official Facebook page, by private message, taking care to detail the obstacle encountered if applicable. This message will then be treated as an email.

### **Acknowledgment of receipt**

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The person responsible for accessibility ensures that an acknowledgment of receipt is sent for any feedback, other than that submitted anonymously, that is received as part of this process, and this, by the same means as that by which it is received.

### **Request a copy of the description in an alternative format**

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People who wish to obtain an alternative format (braille, audio format or other) of the description of the feedback process can request it by email to the following address: [accessibility@ctal.ca](mailto:accessibility@ctal.ca)

### Accessibility feedback form

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#### Describe yourself

1. I am :

- Employee
- Member of the public

2. What would you like to provide feedback on? (obligatory)

- Accessibility barrier
- Our accessibility action plan
- Other element

3. Select all relevant areas for your comments :

- Physical environment (door handle, handrail, elevator, etc.)
- Employment (recruitment process, job offer, etc.)
- Technology (web sites, software applications, etc.)
- Attitude (prejudice, microaggressions, aspect related to my mental health, etc.)
- Information and communication (forms, simple language, bilingualism, etc.)
- Systemic exclusion (of events, policies, procedures, etc.)

- Procurement (call for tenders for contracts, etc.)
- Other area

1. Describe the issue you would like to provide feedback on (please do not include information that could identify any individual)


2. If you would like an acknowledgment of receipt for your feedback form, please send us your contact details
