

# Accessibility plan



## TABLE DES MATIÈRES

<b>General information .....</b>	<b>2</b>
1. Recording and storing feedback .....	2
2. Feedback analysis and processing .....	2
3. Document requests in alternative formats .....	3
<b>Feedback tools .....</b>	<b>3</b>
1. Accessibility request and feedback form .....	3
2. Email .....	3
3. Postal mail .....	3
4. By phone .....	3
5. In person .....	3
6. Social media .....	4
<b>Confirmation of receipt .....</b>	<b>4</b>
<b>Accessibility feedback form .....</b>	<b>5</b>

## General information

---

The Cooperative de telecommunication d'Antoine-Labelle (CTAL) is committed to eliminating accessibility problems for members with disabilities. We are therefore grateful for your feedback on how we are implementing our accessibility plan, and on any obstacles encountered by members. The Director of Marketing, Communications and Member Services is designated as the person in charge of accessibility at CTAL. She receives feedback on accessibility, whether submitted anonymously or not. She also answers any questions about CTAL's accessibility initiatives and provides documents in alternative file formats on request. Sometimes, when feedback is provided in person to a CTAL team member, he or she forwards it to the Marketing, Communications and Member Services Manager on an individual's behalf.

Feedback can be provided, anonymously or not, in the following ways:

- Accessibility feedback form;
- Email;
- Postal mail;
- By phone;
- In person;
- Social media.

### 1. Recording and storing feedback

CTAL records the important elements of the feedback, including the date it was submitted, how it was submitted, a description of its content and if it is anonymous or not.

CTAL preserves an electronic copy or record of the feedback or question for 7 years from the publication of the progress report that contains it. When the identity of the person giving the feedback is known, CTAL also keeps an electronic copy of the communication or a written summary of the discussions between this person and the Director.

### 2. Feedback analysis and processing

The Marketing, Communications and Member Services Manager reviews all feedback and analyzes possible solutions. Once chosen, the solution is implemented by the team or person in charge. Where appropriate, people with disabilities are invited to try out the solution to confirm that it satisfies the reported need.

CTAL works to eradicate obstacles as quickly as possible, but the time it takes to fully implement the chosen solution depends on the nature of the problem and may vary. When the identity of the person initiating the feedback is known, the Director keeps that person updated throughout the process and notifies him or her once the obstacle has been removed.

### 3. Document requests in alternative formats

It is possible to request a document in an alternative format by any of the above methods. In accordance with the Canadian Accessibility Regulations, the document in telecommunication format is sent to the person requesting it as soon as possible. If the document is in print, large print or electronic format, it must be sent within 15 days of receipt of the request, and if it is in Braille or audio format, it must be sent within 45 days of the request.

## Feedback tools

---

### 1. Accessibility request and feedback form

You can submit feedback or questions, anonymously or not, using the Accessibility Feedback Request Form. This form can be found on CTAL's public website, as well as in hard copy at the boutique. Submitted forms are sent directly to the Marketing, Communications and Member Services Manager for processing.

### 2. Email

Feedback and questions can be sent by e-mail to [accessibilite@ctal.ca](mailto:accessibilite@ctal.ca). If the feedback concerns an accessibility-related obstacle, the description and details of this obstacle must be included in the e-mail.

### 3. Postal mail

Feedback and questions can be sent by mail to the following address:

Marketing, Communications and Member Services Manager  
Coopérative de télécommunication d'Antoine-Labelle  
600 Bd Albiny Paquette  
Mont-Laurier, Québec, J9L 1L4

### 4. By 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 Services Advisor will complete the Accessibility Feedback Request Form and forward it to the Marketing, Communications and Member Services Manager.

### 5. In person

You can submit your feedback in person, by visiting the boutique during CTAL opening hours. A feedback form will be given to you, and once completed, you can leave it in a designated box. The person in charge of reception will then forward your form to the manager.

**Since this document has not been translated by a certified translator, it is for information purposes only.**

## **6. Social media**

You can submit feedback via 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.

### **Confirmation of receipt**

---

The Director of Marketing, Communications and Member Services ensures that all feedback received through this process, other than that submitted anonymously, is acknowledged by the same means by which it is received.

## Accessibility feedback form

---

### Tell us about yourself

1. I am

- ☐ Employee
- ☐ Public member

2. What do you want to give feedback on? (mandatory)

- ☐ Accessibility barrier
- ☐ Our Accessibility Action Plan
- ☐ Other

3. Please tick all appropriate categories for your comments

- ☐ Physical environment (door handle, ramp, elevator, etc.)
- ☐ Employment (e.g. recruitment process)
- ☐ Technology (websites, software applications, etc.)
- ☐ Attitude (prejudice, minor aggressions, mental health issues, etc.)
- ☐ Information and communication (forms, plain language, bilingualism, etc.)
- ☐ Systemic exclusion (of events, policies, procedures, etc.)
- ☐ Procurement (tendering for contracts, etc.)
- ☐ Other fields

4. Please describe the issue on which you would like to provide feedback (please do not include any information that could identify an individual).

---

---

---

---

---

---

5. If you would like us to reply to your feedback form, please send us your contact details:

---

---

---

---